

WINTER 2021 **FREE**

THE Difference

MAGAZINE



Caring: a noble profession



SPECIALIST CARE

Toowoomba's Riverton community is changing the way we support our residents

MEET YOUR NEIGHBOURS

Our residents are always teaching us important lessons

FAMILY TIES

Building communities for 44 years: Read all about the Elliott family

Welcome

IT'S ALWAYS EXCITING for us to hear the rumble of earthmoving equipment and first trucks rolling on to a brand new construction site - and that's exactly what's happening right now on a patch of ground adjacent to our luxury community lifestyle resort, Palm Lake Resort Caloundra Cay... Yes, Palm Lake Care Caloundra is officially underway! We have strategically positioned this aged caring community right alongside our popular over-50s resort to provide a complete and convenient solution for ageing on Queensland's Sunshine Coast. Palm Lake Care Caloundra brings to seven, the number of aged caring communities in our ever-expanding portfolio. At a cost of \$30 million, it'll be a shining example of luxury aged care, with a Caribbean-style theme, just like its neighbouring over-50s resort. Palm Lake Care Caloundra should be roughly 12 months in construction. Keep your eyes on this publication for updates as they come to hand. While on the topic of our various caring communities, we should wish Palm Lake Care Beachmere a happy first birthday for June 22!

Aged Care Employee Day is the next big-ticket event on the Palm Lake Care calendar in August. While we can talk about busy construction sites, award-winning design and luxury facilities, what is at the core of the Palm Lake Care business are our caregivers. You can have the most beautiful suite in a Palm Lake Care aged caring community, with all the bells and whistles, but what our residents really want is that feeling of comfort, support, security and happiness that our caregivers provide. Working in aged care is not the easiest environment - our caregivers are faced with challenges every day. Over the past 12-15 months, this has been compounded by the effects of COVID-19. Over the past year, our caregiving team has had to work nimbly around unexpected periods of government-imposed restricted access. And they've done it with the residents' welfare always top of mind. They don't complain - they take these types of situations in their stride and continue to focus on the job at hand: their residents. In all honesty, without these caregivers, we're nothing - which is why Aged Care Employee Day is so important. If you haven't seen the 'Thank a Care Worker' portal on our Palm Lake Care website (top right hand corner of the home page), I implore you to jump online and check it out. If you or someone in your family has been touched by a deserving Palm Lake Care caregiver, send them a quick message via this platform. I know it brightens their day to receive an unexpected note of gratitude. And they definitely deserve it.

Scott Elliott, Palm Lake Group Managing Director



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www.pallmlakecare.com.au

WHAT THEY SAY...

"Dear Jacinta, Tony, Louise & the Palm Lake Team - I am writing to express my gratitude for the guidance provided in the initial stages of seeking a placement for Dad at Palm Lake Care Toowoomba. Jacinta, my initial conversation with you provided the direction that was needed - thank you. Knowing that he is in such a caring environment brings peace of mind to both me and my sister. We could not have cared for his needs in the way which is being provided at Palm Lake Care. We are both very grateful for not only the beautiful environment but also the quality care available to him."

**- Cassandra Smith,
Palm Lake Care Toowoomba**



General Manager:
Justin Willmore



Chief Operating Officer:
Trish Heke



Clinical Governance Manager:
Simone Ross



Care Solutions Manager:
Jacinta Sutton



Human Resources:
Amy Pein



Pictured: Palm Lake Care Beachmere.

Thank you for caring

PLANNING IS WELL UNDERWAY FOR AGED CARE EMPLOYEE DAY 2021 WHICH WILL BE HELD ON SATURDAY, AUGUST 7.

THIS YEAR'S THEME for Aged Care Employee Day, #ThanksforCaring, will celebrate the more than 360,000 aged services staff who are involved in caring for more than 1.3 million older Australians. Aged Care Employee Day began in 2018 by not-for-profit provider Whiddon before Leading Age Services Australia helped make it a national event in 2019.

Palm Lake Care General Manager Justin Willmore says Aged Care Employee Day shines an important light on that 'ingredient' crucial to Palm Lake Care's success - its people.

Justin says that during the past 15+ months, while the world has been dealing with COVID-19, our caregivers have especially been put through the wringer. But, through it all, they have remained positive and focussed on their residents, keeping everyone's spirits up even during those most trying periods of restricted access. In fact, the global pandemic has shown just how collaboratively and effectively our caregivers can work as a conduit between our residents and their families, to keep everyone connected when it matters most.

"Our residents are most vulnerable during these times and it is our caregivers' dedication, in their sometimes challenging but also very rewarding roles, that makes a huge difference in our residents' lives," Justin says. "They really have gone above and beyond to keep our residents safe and, importantly, to keep them

close to their families in times of government-imposed restricted access."

He says a great example of this was the 'love window' initiative where decorated windows in the various Palm Lake Care foyers allowed residents to see and speak to their visiting loved ones through the glass, when COVID was keeping them physically apart. During this time, caregivers also upskilled in the use of video conferencing technology to ensure their very grateful residents remained connected with the outside world, right from the comfort of their loungerooms.

THANK A CARE WORKER

Did you know, the Palm Lake Care website offers a wonderful function so anyone can send their gratitude directly to one of our company's caregivers?

"Our 'Thank a Care Worker' portal on the website is easy to use - simply click the link on the top right corner of the home page and fill in the digital form and your message of thanks will be sent directly to that caregiver," Justin explains. "Our caregivers get a real buzz out of receiving these unexpected messages of support. We are told time and time again that these messages are a real highlight of our caregivers' days."

Justin urged our residents' families and friends to utilise Palm Lake Care's 'Thank a Care Worker' portal, especially around Aged Care Employee Day - but on any and every day, for that matter.



Welcome neighbour

THERE'S AN EXCITING NEW COMMUNITY MODEL GATHERING ATTENTION AT PALM LAKE CARE TOOWOOMBA, FOR ALL THE BEST REASONS. LET US WALK YOU THROUGH RIVERTON...

PALM LAKE CARE knows there's never a one-size-fits-all approach to caring. Every resident care plan is as individual and unique as the resident it's developed for. Being different is what makes humankind so special, right? At Palm Lake Care's newest location, Toowoomba, a brand new approach to caring is being fashioned with great success.

Riverton is best described as Toowoomba's 'specialist care neighbourhood'. It's not your traditional dementia wing but neither is it a traditional Palm Lake Care community. Importantly, Riverton is not about segregating residents either. More so, as Palm Lake Care Toowoomba Service Manager Tony McKenzie describes, Riverton is a flexible hybrid community offering specialist care for a wider range of resident needs, supporting people to live lives filled with function and purpose.

"It's a flexible space whereby people with more specialised needs can feel safe, comfortable and supported," Tony explains.

From a physical perspective, Riverton offers purpose-designed smaller and more intimate communal spaces. Each suite offers a different coloured entry door which is colour-coordinated with a feature wall inside the suite, to help residents more easily identify their own space. There are identifiers on their fridge door and wardrobe cupboard doors and Riverton suites do not offer individual external access, like the greater Palm Lake Care community. This has been done to reduce confusion and stimulation, removing the fear that, in low evening light, that beautiful tree might look like a person to some. Outside, in the Riverton courtyards, there are intimate sensory garden spaces complete with raised garden beds. Soft-fall pathways take residents on walks in the fresh air and sunshine but, cleverly, always lead them right back into the heart of the Riverton community.

From an emotional support perspective, Riverton offers specially trained caregivers who understand the more unique needs of these residents. It might be that a resident here lives with dementia, or they are bed bound, or they like to wander and may be exit-seekers. It might be that the resident has a specialist health concern that requires more intensive nursing. Maybe they simply cope better in a smaller group without too much stimulation? Or, as one resident described, maybe they just want to be 'off the grid' for a while and able to retreat back to the sanctuary of Riverton after joining the hustle and bustle of the larger community.

"In Riverton, there's one-on-one guided support - both physically and emotionally - and it's all done without judgment. We are putting the residents back in control of their lives," Tony says.

Continued on Page 6 >>

>> Continued from Page 5

Another resident was chosen as a candidate for Riverton based on the fact that she had spent a lifetime as a busy carer and couldn't stop naturally 'caring' for her Palm Lake Care Toowoomba neighbours – to the point of interference and disruption to those other residents. A keen knitter and craftsperson, she was supported and guided to exert her energies into completing wonderful craft projects and helping caregivers with various daily tasks. She felt useful and was able to live an even more purposeful existence at Riverton.

It's important to note that residents are never 'locked in' at Riverton – even those requiring dementia support. Residents are free to safely roam around the neighbourhood – they are free to use the café and bar, to take in a movie at the on-site theatre or challenge a fellow resident to a game at the pool table. Those residents who wander and require a little more management simply wear a small bracelet that, on approach to certain doors, will close that door to prohibit them from walking into unfamiliar territory. These bracelets also help caregivers monitor residents' whereabouts and give them a chance to safely redirect the resident back to their local area, if required. Wearers of these bracelets are only those residents who have been fully assessed in consultation with their family and allied health professionals.

Palm Lake Care Toowoomba Clinical Manager Jodi Harms says one of the most vital requirements when producing a successful care plan for any resident, but especially those moving into Riverton, is that families provide as much information about their loved one as possible.

"We like to know all about their interests and hobbies and what they did right throughout their careers because, for many residents, this gives us an indicative guide as to why they might be displaying a certain kind of behaviour," Jodi says.

For example, a resident who might have spent a career managing people in a factory, for example, might feel more comfortable holding a clipboard and ticking off 'jobs' on a daily task list.

"We are finding that many of our residents who have come to us from a lifetime spent in the country or working on the land have been very busy people and so they like routine and 'jobs'. They find purpose and function in being given tasks like setting tables, dishing up the meals, cleaning windows, sweeping floors or simply checking things off a list, for example," Jodi explains.

While sweeping the floor sounds like a simple task, these 'jobs' also help make Riverton residents feel more connected to their space – their home.

While Riverton is a first for the Palm Lake Care group, a similar neighbourhood is planned for Palm Lake Care Caloundra – the next aged caring community for the Group, now under construction. Deception Bay's 'Harmony' neighbourhood is also being remodelled and upgraded to become a specialist care area.

"We are changing the way we provide our service, and are forever grateful for all feedback, to ensure we are continually striving for improvement," Tony says.



75 years and still going strong

IT'S A LOVE STORY THAT STRETCHES 75 YEARS AND IS STILL BEING LIVED OUT, RIGHT NOW, AT PALM LAKE CARE TOOWOOMBA...

IT WAS A hot day summer's day in England and Stan Mayhew was working with his horses. A young lass, Jeanne, was doing her milk run on her horse and buggy. Stan had worked up a thirst this particular day and when he saw Jeanne he approached her to ask if he could have some milk to drink. She obliged and when he went to pay her for the milk, she wouldn't take his money – she wanted him to have the drink. As Stan walked away, back to his horses, he kept thinking about the kind gesture. Somehow, although completely full of nerves, he mustered the courage to turn around. He returned to Jeanne, on her horse and cart, and recalls hardly being able to get the words out. "Would you go to the picture theatre with me tonight?" he asked her.

Fast forward almost eight decades and the pair is still happily married - in fact they celebrated their 75th wedding anniversary earlier in 2021. With two daughters, Linda (here in Toowoomba) and Christine (still in the United Kingdom), Jeanne and Stan will tell you they lived a life filled with passion for horses, for their family and for each other.

"It's so heart-warming to see the smiles they have, not only their faces but through their eyes, every time we talk about how they met," Lifestyle Team Leader Jeannie Healy says.

Although the pair originally moved into Palm Lake Care Toowoomba in a shared suite, Jeanne now lives in the Riverton neighbourhood and Stan is in Diamantina. This makes it easy for each of them to get adequate rest and support. Stan visits Jeanne twice daily so they can share some tea. They get to enjoy time with their friends and, most importantly, be together as much as they like. It's a love story for the ages and one that inspires all who meet them.

Solid gold love affair

EVERY DAY, BOB LEWIS AND HIS DOG, RAMBO, DRIVE UP THE TOOWOOMBA RANGE TO VISIT THEIR BELOVED HELEN. BUT AT THE TIME OF WRITING, BOB HAD SOME SPECIAL CARGO ON BOARD – A PHOTO FROM THE COUPLE'S WEDDING, TAKEN 50 YEARS AGO TO THE DAY.

WHEN BOB FIRST saw Helen, she was walking to the nearest phone box, hoping to call the person she had just bought her car from – the car which now had a flat battery.

"I saw her walking up the road and thought she was a good-looking sort," says Bob. "I was pretty shy myself, but I knew I couldn't let her walk by without saying anything. I caught her attention and then immediately said, 'I'm so sorry, I thought I knew you'. It wasn't exactly smooth, but it led to me fixing her car for her and the rest, as they say, is history!"

The couple married six months later and it was the start of a more than 50-years love story – one that is still going strong today. Together, Bob and Helen travelled the country for Bob's job as a road transporter, kept acreage in the Toowoomba region and raised their two boys – three, counting their beloved Jack Russell, Rambo.

"Being on the road was a big part of our life as a family," says Bob. "Before we had kids, Helen would travel around to different capital cities with me. She's seen a fair bit of the map. When the boys came along, they would come in the truck with me, too – now, it's Rambo who comes with me on my drives."

Bob, who is still living on the couple's property in the Lockyer Valley, makes the hour-long drive to Palm Lake Care Toowoomba to visit Helen daily – always with Rambo in tow.

"I think there have been two days that I haven't come out to visit since she moved here in November," Bob says proudly. "Rambo and I love seeing the smiling faces from the staff when we walk through the door, and Rambo always runs straight through to Helen's room for a big cuddle."

"He's 12 years old, but a young 12 – he makes everyone's day with those big brown eyes. He thinks he's some sort of superstar. He loves spending time with Helen, whether it's being part of the ladies' conversations or sleeping on the bed with her all day. They're inseparable."



Rambo provides much needed company for Bob, too, when they go back home each night to the Lockyer Valley – as Bob says, Rambo is the thread holding everything together. Bob still tends to 60 acres with cows, goats and visiting kangaroos who wreak havoc on his vegetable gardens. For Bob, who is originally from Dalby, and Helen, originally from Warwick, Toowoomba has always been the logical home base, and Helen stayed at their home for as long as she could before Bob knew it was time for their next chapter.

"I had done my best for as long as I could, but it was getting harder, and I felt that finding care would be best for both of us," says Bob. "We were looking casually, but as soon as we set foot in Palm Lake Care Toowoomba, I knew we had found the perfect place. It was like a five-star hotel – I couldn't believe it was aged care."

Helen has settled in easily to life at Palm Lake Care Toowoomba, helped, of course, by the daily visits from Bob and Rambo. She's a social butterfly and loves doing activities with the friends she's fast made and the doting caregivers who she also calls friends.

"You can't fault the staff here – they are good people," says Bob. "They have their hands full but neither Helen nor I could complain about one little thing. When I leave at night to go back home, I know she is in great hands."

And though the almost two-and-a-half-hour journeys up and down the range each day might seem a chore to some, Bob doesn't bat an eyelid – cars and long drives have been part of his and Helen's love story from day one.

A day in the life of... Beachmere

PALM LAKE CARE BEACHMERE RESIDENTS ARE BLESSED TO BE LIVING RIGHT ON THE EDGE OF MORETON BAY. THEIR WATERFRONT POSITION PROVIDES A SUBLIME LIFESTYLE FEATURING SUNSHINE, SALT AIR AND EVEN SANDY FEET!



7am: The revitalising morning sunlight streams into our suite, to herald the start of a new day



8am: Breakfast is served (in my own time)



9.30am: A morning walk. Time to pause and take in the natural beauty of our location



11am: Morning workout with our visiting trainer



1.30pm: After lunch, it's movie time - pass me the popcorn!



4pm: Afternoons with friends in the library and around the pool table



5pm: The winter sun sets on our waterfront location



6pm: Formal dining by the fireplace, with my visiting family - a great way to end another wonderful day.

APPLY NOW!

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

Family ties

AT THE VERY CORE OF WHAT PALM LAKE GROUP IS ABOUT, ARE FAMILIES. OUR RESORTS SUPPORT OVER 50S AND THEIR FAMILIES TO LIVE THEIR BEST LIVES - AND OUR AGED CARING COMMUNITIES DO LIKEWISE. SO HOW DOES THIS COMPANY SEEM TO KNOW SO MUCH ABOUT WHAT MAKES FAMILIES THRIVE? IT'S OWNED AND OPERATED BY ONE.



Pictured: Three generations of the Elliott family, owners of the Palm Lake Group, enjoying the official opening celebration for Palm Lake Care Bargara back in 2016 including (from left) founder/director Walter, managing director Scott and his son, Lachlan.

PALM LAKE GROUP founder Walter Elliott was a successful young carpenter, sub-contracting to a residential property developer in Victoria in the '70s, when he first realised the potential in developing larger-scale housing communities. Up to that point, Walter had been building stand-alone homes and the like. And he was so well regarded by his employer that they wanted to promote him into management. But an opportunity presented itself in 1973 for the confident 30-something-year-old to take on a project in Dandenong, building 72 strata-titled units. While Walter admits it was a somewhat overwhelming project for him at the time, he also remembers his determination to make the project a success. And it was.

That same year, Walter took an auspicious trip to the United States with a friend who was in real estate, and he was introduced to the concept of over-50s lifestyle villages.

A seed was planted in Wal's young entrepreneurial mind during that trip, but it took another four years for that seed to germinate and ultimately bloom into the property that we know today as Palm Lake Resort Willow Lodge – the project that heralded the start of the Palm Lake Group portfolio.

"Willow Lodge was a greenfield site near our family home in Dandenong," Walter recalls. "I had a strong belief and determination, from right back then, that I never wanted to sell a completed village – my aim was to retain the projects we were developing."

Once the Willow Lodge build was complete and residents began to move in, Walter and his young family threw themselves into the day-to-day operation of the village to give them the best understanding of how to successfully create that community feel that Walter so adamantly knew would be his ticket to success. Walter's eldest son (and Palm Lake Group's Managing Director), Scott, recalls pushing the lawn mower around Willow Lodge as a young teenager. And when not cutting grass, Scott also remembers cutting laps around the site on his motorbike!

Palm Lake Group's first foray into the Queensland market came several years later when the company secured an existing community at Bethania. It was a village that needed some work, with Wal installing a lawn bowls green among other facilities, to the immense gratitude of the homeowners. It was here at Bethania that the "Palm Lake Resort" moniker was officially born. In true Walter form, he put it to his residents to suggest a name for their rejuvenated resort with one homeowner couple (Jean and Lindsay Dobson) suggesting the name should capture the spirit of the resort's many grand palm trees and the lake, which was a focal point in their resort grounds. "Palm Lake Resort" was an obvious choice. And it easily stuck.

From Bethania, Palm Lake Group purchased its first New South Wales greenfield site at Banora Point. Then the Group's next site

at Deception Bay was built and sold in a record 18 months. These successes were major turning points for the company and proof that the Elliotts were getting the formula right - great locations with coveted facilities, all at a reasonable price point.

HERE COMES CARE...

In the 1990s, on the back of another trip to the United States, Walter's eyes were opened to the aged care industry. Palm Lake Care Deception Bay was the Group's initial leap into this new area but, just like the growth of his over-50s resort portfolio, Walter has since added five more aged caring communities to the mix with another under construction at Caloundra and even more in the pipeline. If anything, Walter and the Palm Lake Group have realised the synergy between Palm Lake Resort and Palm Lake Care as a total solution to ageing. All new Care sites are being co-located with a Palm Lake Resort to offer utmost convenience to couples with varying health requirements – and this partnership is proving a winner.

So invested in the Palm Lake Care brand are the Elliotts, Walter's mother-in-law enjoyed her final years at Palm Lake Care Bethania. Mavis moved to Bethania from Melbourne and was 99 or 100 years old (no one knew her real age) when she passed away two years ago. She had spent five years in care there.

Walter says Palm Lake Group enjoyed a serious "growth spurt" from 2011 to 2015. At the time, the Group's various communities were bubbling along nicely. With decades of experience now under this family company's belt, it's reasonable to extrapolate that they'd found just the right mix of great design, impressive facilities and teams of engaged staff which resulted in communities of happy people living their best lives. Perfect. The Group's then 30-year-old portfolio basically doubled in four years. Currently, the Palm Lake Group owns and operates communities at 28 locations in three states of Australia and 11,000 people call a Palm Lake Group address home. Walter's "strong belief" back in the 1970s that he could retain all the properties he developed has come to reality. In 44 years, he continues to only grow the portfolio.

Nowadays, at 82 years young, Walter is still as plugged into the company's future as ever before. The son of hard-working Victorian farmers, who ran a fruit orchard in Ardmona, in the Goulburn Valley, before his young mum died an untimely death, Walter now lives on the Gold Coast. He walks the 15-minute trip from his high-rise seaside home, to Palm Lake Group headquarters, to sit in on meetings and he provides advice on all the biggest decisions. But, after 44 years in the game, Walter admits that it's not the 'big things' that reward him most anymore.

Continued on Page 12 >>



Pictured above left: Palm Lake Care Deception Bay was the first aged caring community in the Palm Lake Group portfolio, dating back to 2012. This caring community has just undergone a significant refurbishment in recent months. **Pictured above right:** Palm Lake Care Toowoomba has been designed and styled to complement its beautiful rural/country setting, high on the Great Dividing Range.

Pictured above: Palm Lake Care Beachmere is our only absolute waterfront community, where residents can breathe the sea air and delight in dipping their toes into Moreton Bay. **Pictured right:** Our Mt Warren Park community is a two-storey wonder, with 'Central Park' the inviting focal point. **Pictured below right:** Bethania's 'Poppy' specialist care community.

>> Continued from Page 11

"I was at (Palm Lake Resort) Toowoomba recently on a Saturday morning and I saw three separate couples with their children, and their grandchildren, and all three generations were enjoying the village. That was very satisfying," Wal says.

He also vividly recalls a visit to Palm Lake Resort Tea Gardens years ago, where he watched a resident couple walking hand in hand, with a bottle of wine, heading to the Country Club for dinner. It is in moments like that, watching homeowners enjoying the simple things in life at his resorts and in his aged caring communities, that Wal says he finds the most fulfillment.

"It's honestly those things that are most important to me now," he says.

The other thing that is important to Wal is the succession of Palm Lake Group into the next generations of his own family. Eldest son Scott has been playing a key role in the daily operation of the business for around 30 years and is a partner in certain arms of the organisation. Wal has five other children, all reaching their individual

career potentials in quite a random array of fields - from chemical engineering, banking and marketing, to nursing and plumbing. Wal has strong views on bringing family members into the organisation. A business advisor once told Walter that 28 is the perfect age for a child to enter their parent's family business. He believed offspring needed to build their own individual careers and also experience enough 'life' away from the family business so that if and when they eventually did join, they brought fresh eyes and modern ideas. With four of Walter's five other children aged in their early-to-mid 20s, and Scott's own kids also in the mix, it will be interesting to watch the Palm Lake Group mature over the coming years...

Walter says the future of the company will be driven by the availability of new sites - with permits becoming increasingly hard to get. He says that while the Palm Lake Group currently stretches Queensland, New South Wales and Victoria, there was definitely scope to see the familiar branding pop up in other metropolitan centres, including possibly Adelaide. One thing is for sure: Walter's success has proven the Palm Lake Resort and Palm Lake Care offerings are hitting their markets with perfection. It was back in

1973 that young Wal highlighted the need to bring his residents a nice home, yes, but more so a mix of really great facilities, that sense of personal security and (importantly for Wal) companionship. He knew then that it was about more than just bricks and mortar. It was about community. And as Palm Lake Group pushes towards half a century in business, nothing has changed.

"Of course, I like to see progress. But that couple, at Tea Gardens, with the bottle of wine - when I see things like that, I know I've done my job," Wal smiles.

While many modern businesses start and fold in quick succession, Palm Lake Group has, without doubt, stood the test of time in an industry that faces many internal and external pressures. Well beyond all the industry awards, multi-million-dollar buildings, world-class facilities and busy construction sites, there are many, many unassuming Palm Lake Resort couples, walking hand in hand to dinner with friends - wine bottles in tow. Here's cheers to the future of Palm Lake Group.



Around the grounds



Pictured above and right: Palm Lake Care Beachmere had the pleasure of hosting resident Estelle's granddaughter's wedding! The whole community was involved and watched on with glee as the ceremony unfolded in the picturesque waterfront gazebo.



Pictured above: Beachmere's Sand Cruiser takes residents on beachfront expeditions. **Pictured left:** Have you met the Palm Lake Care Executive Leadership team including, at left, Michael Fitzpatrick (Board Member), David Cooper (CFO), Trish Heke (COO) and Amy Pein (HR). On the right, Justin Willmore (GM), Rob McCann (Board Member) and Scott Elliott (MD).



Pictured above: What a wonderful gesture from Member for Burnett, Stephen Bennett, who brought fresh flowers in for the special ladies of Palm Lake Care Bargara on Mother's Day. Thank you Stephen - what a thrill! **Pictured left:** Proud Deception Bay gents presented their remaining handmade wildlife nesting boxes (a total of 32 were made) to visiting Environmental Officers recently. It was an idea instigated by the bushfires in 2019-20 and was a partnership project between our community and three local Men's Sheds. The boxes will be used to support wildlife affected by the fires. This charitable work gave all involved a huge sense of achievement and pride.

News in brief

CARE IS COMING TO CALOUNDRA

PALM LAKE CARE Caloundra is rising up out of its construction site as this magazine goes to print. The site, adjacent to Palm Lake Resort Caloundra Cay, is abuzz with machinery and excitement for the luxury aged caring community planned. Our next magazine will feature all the artist impressions of this grand community - keep your eyes peeled for that edition in Spring 2021.

WE'RE SMOKE-FREE FROM JULY 1

PALM LAKE CARE caregivers are being supported on their quest to go smoke-free from July 1. 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."

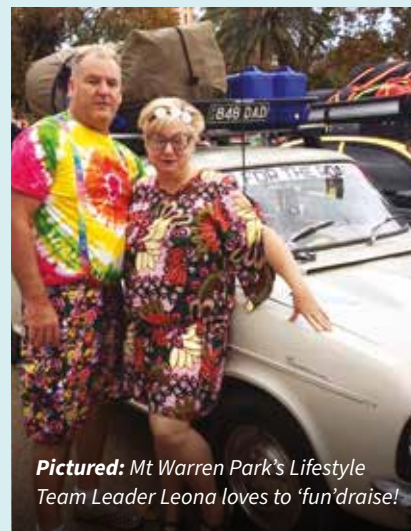
HAVE YOUR SAY

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 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:** Second Tuesday 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

RESPITE BOOKINGS AVAILABLE

PALM LAKE CARE offers some great respite options. In fact, we love taking in residents for respite stays, where the availability allows us, as it's often a wonderful introduction for families to our communities. We often find our respite residents wanting to move in permanently! Find out more on 1800 246 677 or caresolutions@palllake.com.au



Leona's always caring

SHE'S THE LIFESTYLE TEAM LEADER AT PALM LAKE CARE MT WARREN PARK. SHE'S BRINGS THE FUN. SHE ALSO LOVES ANY REASON TO DRESS UP, DON A WIG AND MAKE SOMEONE SMILE. AS THIS MAGAZINE GOES TO PRINT, SHE'LL BE COMBINING ALL THOSE INTERESTS AND DRIVING THE DUSTY BACK ROADS IN AN OLD BOMB CAR – ALL FOR CHARITY, OF COURSE.

Leona Counsell will admit that she and her husband, Scott, have a fierce love of cars. They own collectible Austin Healy Sprites and have driven them all over Queensland and right down to Tasmania. When the pair was called on to participate in the Relay for Life at Warwick, to drive some of the cancer survivors in a lap of honour, of course they said yes. They have had a number of friends who have dealt with cancer over the years – some who survived and others who weren't so lucky – so when the pair heard about the 'Shitbox Rally' it immediately resonated. If you've not heard of the rally, it's not a race, rather "a challenge to achieve the unthinkable". Participants drive 'bomb' cars, worth just \$1000, across Australia via some of its most formidable roads, all in the name of charity. There are loads of laughs and fun events along the way, as well as a fair amount of roadside 'bush mechanics'. In the 11-year history of the event, participants have raised more than \$26 million for the Cancer Council for research into all types of cancer.

"We thought it was a great way to combine our love of cars and to help out a great cause," Leona says.

Leona and Scott's first taste of the rally was in a 1971 Austin Tasman owned by a 93 year old gentleman (one owner) who passed away from cancer. They called the car 'Austin'.

"We bought him for \$700," Leona smiles. "We had lots of fun

preparing him - he wasn't running at all - and then constantly fixing him all throughout the rally. That rally went from South Australia to Cairns, via the Birdsville Track. We had suspension problems and drove the Oonadatta Track on blocks of wood and then the Plenty Highway on layers of rubber thongs. We ended up leaving Austin at Mt Isa – he was eventually rescued by an Austin lover and fixed up to go on a Variety Bash, but sadly he didn't make that one either!

"The next year we bought an early 1980s model Toyota Corona, which was pretty flash compared to Austin. We called this car 'Pedro' and came up with a Mexican theme. For that rally we drove from Melbourne to Townsville straight up the centre of the country - all dirt tracks. Pedro did not miss a beat but came home a bit rattly," Leona says.

This year, as this magazine goes to print, the pair was heading off again, in Pedro, from the Gold Coast to Alice Springs via the Gulf of Carpentaria. Their team is called 'Team Two for the Road' which is a nod to their shared support of breast cancer and prostate cancer research.

"We have raised nearly \$30,000 for cancer research over the years, have met some wonderful people from all over Australia and have also seen some amazing places that we would never have normally travelled to," Leona says. "The residents at Palm Lake Care Mt Warren Park loved watching my journey in 2019. So I have left them a big map with my route marked on it and information about each place that I will be stopping at."

Each day, the residents will plug into Leona's tracker and check that she, Scott and Pedro are still on the road. They've also supported Leona over the years, helping with her fundraising efforts. It's all just another way that Leona is making a difference – in her personal and professional lives. She never stops caring.

While you were sleeping...

VERONICA LEE IS ONE DETERMINED WOMAN. AGED IN HER 60S, SHE HAD A COMPLETE CAREER CHANGE AND ACHIEVED A LIFELONG DREAM, WITH THANKS TO PALM LAKE CARE...

MOST LIKELY WHILE you were sleeping last night, Veronica Lee was at work, dressed in her Palm Lake Care uniform, juggling the nursing needs of her Palm Lake Care Bargara residents.

As the dedicated night-shift nurse, Veronica works from 10pm to 6.15am, nine out of 10 shifts every fortnight. There's little doubt hers is a demanding role. But at 67 years young, Veronica says it's actually her dream job - and one that has taken her 50 years to achieve.

"When I left school all I wanted to do was become a nurse," Veronica recalls. "But in those days, living at Mt Isa, you had to move into the nurses' quarters to complete your training. At the time, Dad said there was no way he'd let his daughter move into the nurses' quarters as he had heard stories about what the nurses got up to there, when they weren't training!"

Instead, Veronica landed some secretarial work and this is basically where she stayed her whole working life. She did stints in the mining industry at Mt Isa, then worked in Townsville, then Cairns, before heading home to Mt Isa to get married. Five children (all boys, no less!) and 25 years of marriage later, Veronica found herself in the middle of a divorce and needing to upskill to secure her financial future. After all those years of caring for the boys, two of whom have serious health concerns, that desire to become a nurse was still burning deep inside her. She might have been in her late 50s at that stage, but that didn't stop Veronica. She worked through the divorce proceedings while holding down two part-time jobs to make ends meet, while also studying. In 2014, aged 61, she graduated from CQ University with her nursing degree. And within a few short years, she'd landed the night-shift nursing gig at Palm Lake Care - and hasn't looked back.

"Nursing is so much more rewarding than anything else I've ever done," Veronica says. "People think the night shift would be easy as everyone sleeps at night – but I can tell you that not everyone sleeps at night!"

Pictured: Bargara's Veronica Lee.



Veronica says that every night is different. There are rounds to do, of course, but she says if a resident is going to fall, it generally happens in the early hours of the morning. During night shift she also finds herself supporting those residents with dementia who might not be sleeping. And there's always the super-early risers who like nothing more than to share a cuppa with someone who might also lend them a caring ear – Veronica loves to plug in to those residents as well.

"I enjoy caring for the elderly – both of my parents have passed on and so have my elderly relatives, so these residents are like my family.

"I really relate to the oldies. It's important for me to connect with these residents as I find they will tell me things and give me information that I can use to support their care plan.

"Sometimes, residents don't like to push the call buzzer because they feel like they are being a nuisance but it's our job to help them when they need it – they need to feel like they can call on us at any time, day or night, and that's why it's important to really make that connection."

Veronica's own mother battled Alzheimers' disease before she passed away and so Veronica admits she has a soft spot for those Palm Lake Care Bargara residents also living with dementia.

Even though the 'retirement years' are theoretically upon her, Veronica says she can't image just "sitting around and doing nothing". She has no plans to retire and, instead, is working through another degree – this time a Bachelor of Business! So, what would the hardworking night-shift nurse say to anyone wanting to have a complete 180-degree career change later in life?

"Just do it!" she smiles. "Nursing is demanding, but really rewarding. If anything, the life experience I can bring to this role now is such a benefit. You won't regret it."

Here, we are family

WHEN SAMANTHA DALEY STARTED TRAINING AS A CHEF, SHE NEVER KNEW SHE WOULD ONE DAY HELP FAMILIES THROUGH THEIR MOST DIFFICULT DECISIONS AS A CARE SOLUTIONS CONSULTANT. BUT AFTER ONE MONTH AT PALM LAKE CARE, SHE'S SURE SHE IS WHERE SHE'S SUPPOSED TO BE.

FOR SAMANTHA DALY, (pictured above) the decision to leave her previous workplace – the aged care provider that she had called 'home' for 12 years – wasn't an easy one. She had worked her way up through the ranks, starting in the kitchens as a chef before joining the lifestyle team and, eventually, taking on a sales role.

"I really got to try it all," says Sam. "I loved being able to connect with people in each role I tried, whether it was learning how the residents took their morning cup of tea or deciphering the complex finances for families."

Sam learned a lot in her previous role, but after over a decade there, she felt a calling to try something new. She asked around and was soon directed to Palm Lake Care – it was everything she had been looking for.

"After 12 years in the same company, it was really important that I found somewhere that aligned with my values," says Sam. "I only applied for one job, so I really put all my eggs in this basket. I just had a good feeling about it."

"My time in the industry has made me passionate about helping people and providing that personal touch wherever I can, and I knew instantly that Palm Lake Care had the same cornerstones."

In fact, Sam's job search made her sure that she wasn't interested in sales – it was the face-to-face communication with residents and the relationships she built that fuelled her passion. In her new position as a Care Solutions Consultant, she is able to put the skills she developed over her many previous roles to good use.

"Before, I was on-site at just one location – here, I work with a team to look after all six communities and am able to help so many more people," says Sam. "I am used to working in a high-pressure environment. It's nice that it's so busy."

Sam's day-to-day responsibilities revolve around helping families find respite or permanent placements within Palm Lake Care's six aged caring communities. From the first enquiry to a resident's first night in their room at Palm Lake Care, it is Sam's job to simplify the complexities around finances and securing a vacancy for the families she serves.

"I think the most important thing I've learned throughout my career is how important it is to help these people find exactly what they need," says Sam. "The reassurance you get from a family once you've relayed all the complex information in a way they understand makes me happy. I love being able to guide them from the very beginning of their journey."

A Gold Coast girl, Sam's new role with Palm Lake Care meant that, for the first time in her career, she faced a long commute north to Bethania. But that wasn't enough to stop her, and she says her faith in the company has made the transition easy. To those considering a career in aged care, Sam says, "Take the leap of faith."

"It's not for everybody," she adds. "You need a passion for the industry and must enter with a commitment to deliver the best quality of care and be there to support the people who need you. But I always encourage people to come and be part of our family, whether they are prospective residents or staff members."

Enter the industry with the skills you've got, Sam says, and be open-minded about everything you will learn along the way.

"It's incredible to think about how far I've come since beginning my chef apprenticeship as a 16-year-old," she says. "I'm proud of myself. I know I'm where I'm meant to be."



Pictured left:
Care Solutions
Consultant
Samantha Daley.



Here, we are supported

WHEN LONG-TIME CAREGIVER DONNA ANTROBUS'S PERSONAL SITUATION CHANGED, SHE WAS GRATEFUL TO BE PART OF A SUPPORTIVE AND FLEXIBLE FAMILY COMPANY.

DONNA ANTROBUS has almost seen it all when it comes to roles in aged care. With 30 years of experience in the industry, Donna (pictured above, in the foreground) first joined Palm Lake Care back in 2017 in Bargara, when that community was in its first year of operation. While she was over-qualified for the role, Donna started at Bargara as a PCA as she was so adamant she wanted to join the company. As this community grew and blossomed, so too did Donna. She was selected to join Bargara's Lifestyle Team, then she moved across to support the administration team and Bargara's Service Manager, Steve Wheeler. Her role there grew to include overseeing caregiver education, workplace health and safety, WorkCover and more. To reward her dedication and loyalty to the community, Donna was put through various training, giving her the ability to upskill while she was on the job. But when her personal situation changed and she was forced

to move south to the Gold Coast, Palm Lake Care was there to support her.

"I was devastated about having to leave Bargara - the job and the area. I was planning to retire there," Donna recalls.

But every cloud has a silver lining and Donna found hers in a new role at Palm Lake Care's Care Solutions office at Bethania. In this current role, Donna is pleased that she gets to support an even wider segment of the Palm Lake Care company - helping to process new resident applications and talking directly with families in their time of need. It's with thanks to Donna's vast experience across all those care roles over the decades that she comes to this current position well equipped to provide the insight and answers our families need.

"I've always been able to walk into any community and connect with the residents and the staff," Donna says. "But all of my 'hats' that I have worn over the years are really helping me in my role at the Central Support Office. It's a real privilege to be able to come to work and spend time with all my 'adopted grandparents'!"

CARE IS A NOBLE PROFESSION - COME WORK WITH US

Do you have a passion for people, just like Veronica? Do you love working behind the scenes to make people smile, just like Sam and Donna? 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.

Keeping our families together: Co-located care

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), 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	BATH	LIVING	OUTDOOR LIVING	GARAGE
2	2	1		4

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



BEDS	BATHS	LIVING	OUTDOOR LIVING	GARAGE
3	2	1		2



BEDS + STUDY	BATH	LIVING	OUTDOOR LIVING	GARAGE
2	2	1		2

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**.

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.

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	BATHS	LIVING	OUTDOOR LIVING	GARAGE
2+1	2	1		2



BEDS	BATH	LIVING	OUTDOOR LIVING	CARPORT
2	2	1		2

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
Service Manager Support: Kim Meissner
Admin: Colleen Dwyer, Isobel O'Brien
Clinical Manager: Fran Beare
Clinical Nurses: Christie Webb, 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 WILL REMEMBER THEM

Anzac Day is always a solemn and significant commemoration, and never more so than at Palm Lake Care Bargara. Our residents have centuries of combined life experience – some have seen battle while others have simply seen the harsh effect of battlefield service on their families. These residents came together, with their visiting friends and family, to commemorate and remember the fallen in a moving tribute that had many caregivers in tears. Once the formalities were done, residents played Two-Up, which was a fitting end to a very special day. It's pleasing to note that the residents' handcrafted decorations will become part of a permanent memorial to be erected on our grounds in the future, allowing residents and their visitors to pay their respects any day of the year.



Steve Wheeler,
Service Manager

PALM LAKE CARE

Beachmere

145 Bishop Rd, Beachmere QLD 4510
Phone 1800 246 677

KEY LOCAL PERSONNEL
Service Manager: Sue Daly
beachmerecaresm@palmlake.com.au
Admin: Julie Skein, Shandelle Adams
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:
Second Tuesday of each month

HERE, WE LOVE OUR HOME

Over the past few months, we have been ramping up our residents' involvement in the recruitment of new caregivers for Palm Lake Care Beachmere. Recently, we had four residents forming an interview panel over two days to consider the candidates, who themselves were very impressed with the residents' involvement in the recruitment process. Recently, Palm Lake Care Beachmere also held successful clinics for our residents to receive their COVID vaccinations, with Health Care Australia's team mentioning how envious they were of the beautiful surroundings we get to live and work in. It really is workplace bliss to have the ever-changing vista of Moreton Bay as a backdrop to the care we provide.



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: Annette Chantrell
Clinical Nurses: Sandhya Rajan and Pooja Minhas
Lifestyle Team Coordinator: Amber Blake
Chef Manager: Veijo Lehto
Maintenance Officers: Jason Campbell

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month

HERE, WE ARE LIFELONG LEARNERS

In December 2020, I attended a course with Dementia Australia called 'Enabling Eddy'. This course provided a hands-on experience through the eyes of a person living with dementia, utilising virtual reality technology. Over the past three months, our caregiving team here at Bethania has hosted Dementia Australia onsite. The team has explored strategies to assist those living with dementia, covering topics such as good communication, planning and understanding changed behavior. It was a pleasure to hear how each member could utilise their learnings in their day-to-day interactions. The caregivers in attendance were from all aspects of care – from PCAs and RNs, to housekeeping and catering. They will also share their learnings with their fellow caregivers.



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, YOU CAN ENJOY OUR NEW CAFE

Have you had the opportunity to enjoy our on-site café, Salt, that is now open from Monday-Wednesday, and Fridays, from 10am to 3pm? The cafe is open for the benefits of our residents and their guests as well as our caregivers and other visiting volunteers etc. As well as providing refreshments, our cafe is (importantly) catering to the pride and dignity of our residents who are able to 'shout' a visiting friend or family member a cuppa. What a joy! The refurbishment works in Harmony continue. Harmony is our 'sensitive care area' and is progressively moving to embrace all the latest recommendations by Dementia Australia, ensuring we provide the most contemporary caring practises that encourage joy and a life filled with purpose for each individual.



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: Katie Friedrichs
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, CONSULTATION IS KEY

Over the past few months here at Palm Lake Care Mt Warren Park, we have introduced residents to our Consultative Committee that meets on a monthly basis to discuss the running of our aged caring community. So far, we have also hosted a Food Focus Group meeting which has seen us implement an improvement for our community – tours of the kitchen! This is a weekly tour that takes residents through our kitchen and pantry area so they can see where all of our delicious fresh food is being prepared and cooked. The tours have proven very popular and we thank our kitchen team members for their time. Having residents take part in these types of consultative committees helps us continually improve and we are grateful for their time and dedication.



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
toowombacaresm@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, OUR AUDIT FEEDBACK PLEASES

Recently, we had the pleasure of hosting three Quality Safety Commission auditors as part of our accreditation process. The commission forensically investigates our processes including interviewing a large portion of residents, family members and caregivers. The most pleasing part of the audit was the feedback received. Across the board, with all the important members of our community, there was a consistent theme of satisfaction and gratitude for either living in the Palm Lake Care community or working here. There is nothing more rewarding, or inspiring, than hearing from the people who matter most about things we are doing well. While there's always room for improvement, it gives us satisfaction knowing that our efforts have us heading in the right direction.



Tony McKenzie,
Service Manager



Here you can say
thanks

Thank a Palm Lake Caring worker today

Our incredible team of Palm Lake Caring workers are tireless in their commitment to the 24/7 caring of our wonderful residents. During these trying times, we can't thank our team enough for their diligence and compassion.

Now you can thank a Palm Lake Caring Worker with our new messaging service on our website. Say thanks, and make the day for one of our amazing care team today.

Visit

palmlakecare.com.au/thank-a-care-worker



**Aged Caring
Communities**