

SUMMER 2021-22 **FREE**

THE Difference

MAGAZINE



Here comes Caloundra!



WINNING FORMULA

Palm Lake Care Toowoomba recently won a coveted industry construction award

OUTSTANDING CAREGIVERS

Check out all the winners of our annual Palm Lake Care awards

HOLE IN ONE

How our co-located over-50s resorts are supporting Palm Lake Care families

Welcome

ACROSS PALM LAKE CARE in 2021, there's been a strong focus on our people. We've worked hard to physically build the kinds of communities that not just support the welfare of our residents but help them thrive. But aside from our award-winning buildings (congrats to Palm Lake Care Toowoomba! Check out Pages 4-6), their luxury interiors and modern technology, we have had a laser focus on attracting the right caregivers to these locations, nurturing their careers and providing pathways for their growth. Right across the board, the aged care industry is struggling to attract and retain staff. There's no doubt that working in aged care can have its tough days – just like any job. But, we hear time and time again from our own people that the rewards they enjoy in supporting the elderly far outweigh anything else. They thoroughly enjoy caring for the generation that has helped shape the world we live in right now, and hearing all those rich stories about their residents' experiences from a different era. We often hear stories from our caregivers who say residents become like aunts and uncles and grandparents to them. And we also frequently hear stories from our residents about how certain caregivers are treated just like 'family'.

If there's one indication of the strength of our caregiving team, it's how many of them have been successful in securing internal promotions over the past 12 months. You can read about some of our latest 'movers and shakers' on Page 16 and also see our award-winning caregivers on Pages 16-21. Nurturing talent is immensely important to me and the Palm Lake Care management team. We work hard to give our staff the development pathways that reward their loyalty, commitment and dedication - there really are so many opportunities for caregivers to climb the ladder here at Palm Lake Care.

Our recent staff Christmas party gave me an insight into the great

culture we have here at the Palm Lake Group. Our "Not-so Silent Night" event saw team members come together to enjoy an evening at The Star Gold Coast. While the casino itself provided loads of fun, it was our people who made the night so special – and reiterates just how much we authentically enjoy each other's company, be that after hours or in our offices and care communities on a daily basis.

The six Palm Lake Care communities have also each worked hard this year to provide additional amenities for their caregivers as a way to support and thank them. Our staff rooms continue to be upgraded to provide welcoming lounge areas for breaks, delicious complimentary food and drinks, even comfortable sleeping quarters. I am keen to watch the progress on these upgrades throughout 2022. We're also working through an expansion of our head office to support those caregivers and management team members based at our Southport location.

Looking forward, we have the opening of Palm Lake Care Caloundra set for spring 2022 with our Forster Lakes aged caring community the next cab off the rank. Our refurbishment program will also continue with gusto. Following on from the work we completed at Deception Bay, Bethania is the next community to be freshened up. I'm also eager to see how some proposed new technologies will enhance our care communities in 2022. For starters, there's a very clever facial recognition system being introduced, as well as an ultra-violet air-conditioning system – each supporting our new COVID world.

I know 2022 will bring another wonderful year of fulfillment for all our people. I look forward to enjoying it with you.

Scott Elliott
Palm Lake Group Managing Director

PALM LAKE CARE CONTACT DETAILS

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General Manager:
Justin Willmore



Chief Operating Officer:
Trish Heke



Operations Manager:
Simone Ross



Clinical Governance Mng:
Melissa Ostrouhoff



Care Solutions Manager:
Jacinta Sutton



Pictured: Palm Lake Care Mt Warren Park.

*...BUT WAIT,
THERE'S MORE!*

Turn to Pages 16-21 for a full run down of our annual awards evening and all our award recipients!

Community of the Year

PALM LAKE CARE'S ANNUAL 'NIGHT OF NIGHTS' HAS JUST BEEN HELD, WITH OUTSTANDING CAREGIVERS AND COMMUNITIES REWARDED FOR THEIR IMPRESSIVE EFFORTS IN 2021. DRUMROLL PLEASE: THE WINNER OF OUR 'THE DIFFERENCE' AWARD FOR COMMUNITY OF THE YEAR IS... MT WARREN PARK!

SENIOR MEMBERS of the Palm Lake Care team took some quality time out of their daily roles to come together for a two-day leadership workshop just before Christmas. It was an important opportunity for everyone to top up their skills, share their knowledge and experiences, while also highlighting and celebrating their wins in 2021.

As part of the two-day event, the annual Palm Lake Care awards were announced. Of the 14 gongs presented, each of our six aged caring communities were vying for the highly coveted 'The Difference' award for Community of the Year. In 2021, that honour went to Palm Lake Care Mt Warren Park.

At the helm of Palm Lake Care Mt Warren Park throughout 2021 was Service Manager Eleanor Morgan (pictured above, centre). While Eleanor has recently accepted a position as Relief Service Manager across all six Palm Lake Care locations, her dedication to her Mt Warren Park role was also noted in her win of the 'Never Missing a Beat' award.

"Don't you just love that one individual who, no matter what you throw at them, keeps coming back for more?" Chief Operating Officer Trish Heke asked, when presenting Eleanor's award to her. "They roll up their sleeves and have an 'I can do it' attitude. You tell me, where would we be without the lovely Eleanor Morgan?!"



Mt Warren Park's Clinical Manager in 2021, Caroline Bosnic, was also awarded (pictured above, second from left). She took home the 'Clinical Excellence Award' as Clinical Manager of the Year.

"It takes a great deal of effort to govern one of our aged caring communities and ensure the team has a shared understanding of the requirements," Trish explains. "Our CSO quality team are consistently monitoring the clinical space to assist our Clinical Managers. However, it is up to each of them to ensure this translates into action. One person has met this brief time and again, with grace and true style. We salute you, Caroline Bosnic."

Caroline is perfectly positioned to fill Eleanor's shoes as Service Manager of Palm Lake Care Mt Warren Park in 2022. For a full run down of all the evening's winners, turn to Pages 16-21.



WINNING FORMULA

PALM LAKE CARE TOOWOOMBA WAS BUILT TO STAND OUT AMONG OTHER AGED CARE PROVIDERS AND IT WAS PROVEN WHEN THIS COMMUNITY PICKED UP THE COVETED MASTER BUILDERS QUEENSLAND HOUSING AND CONSTRUCTION AWARD FOR COMMUNITY ACCOMMODATION (DOWNS AND WESTERN REGION).

DESPITE CHALLENGES FOR the industry being far from over, Master Builders Queensland judges say 2021's field rose above the adversity brought about by ongoing trade and materials shortages and price hikes, surprising and delighting them with the calibre of workmanship, superb finishes and detail in construction.

Palm Lake Group made a \$35 million investment in the construction of Palm Lake Care Toowoomba – the sixth aged caring community of its kind in the Group's portfolio. Since opening its doors shortly before Christmas 2020, there's been a flood of local families looking to Palm Lake Care Toowoomba for premium care for their beloved family members, all in a luxury setting.

From a design perspective, when you approach Palm Lake Care Toowoomba's porte cochere, you are instantly captured by the grandeur of this building. A vast wall of six-metre-high stone cladding contrasts distinctly against the equally as impressive wall of glass panels alongside it. This expansive glass wall allows energising sunshine to stream into the entry foyer to wrap residents and their guests in a warm and welcoming hug upon arrival.

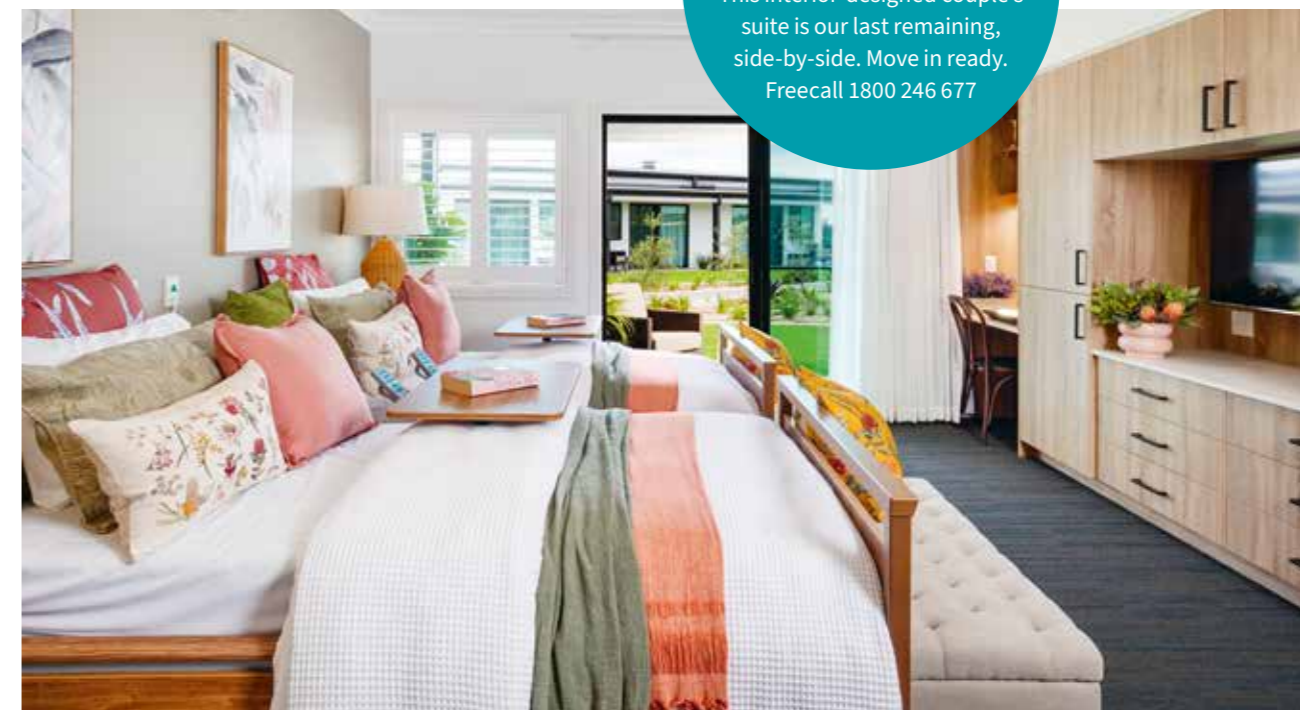
Once inside the entrance doors, the luxury and opulence of this building is only heightened. Literally. Your eye is drawn up to the six-metre ceiling, courtesy of an impressive glass chandelier-

style light fitting hanging centrally over a distinctive pattern in the large-format floor tiles in this foyer area. Stone cladding cleverly wraps from the external front wall into the foyer to sit as a backdrop to an enormous vertical garden and equally as impressive, rural-inspired commissioned art piece. Stereotypes of traditional 'nursing homes' are thrown right out the window, as this arrival experience is more akin to being in a high-end shopping precinct or luxury hotel. From the foyer, your attention is easily drawn down into the building courtesy of a curved wall. It takes your eye past the hairdressing salon, meeting rooms, Wellness Centre, Community Centre and the (well-stocked) Atrium Bar, into the first of many plush community lounges. All surfaces throughout this building have been given the luxury treatment. Think rich, textured wallpapers, more feature timber pillars, more stone cladding, plush carpet and large format tiles. Gas fireplaces and slick built-in cabinetry provide literal and visual warmth to community areas, while high-end furniture pieces create intimate spaces for residents to wind down.

Continued on Page 6 >>

OUR LAST REMAINING COUPLE'S SUITE

This interior-designed couple's suite is our last remaining, side-by-side. Move in ready. Freecall 1800 246 677



Pictured above: Palm Lake Care Toowoomba offers couple's living where adjacent suites can be set up to comfortably accommodate partners together. One of the suites is set up as a shared bedroom (as per the above image) and the second suite offers a general living/lounging space. This style of couple's accommodation also features his-and-hers separate ensuites and wardrobes/storage.

>> Continued from Page 5

As far as the 146 resident suites go, each offers its own private ensuite bathroom, a wall of cleverly integrated cabinetry (that neatly conceals a large wardrobe, study nook, bar fridge, TV and storage galore), individually controlled air conditioning, direct dial phone line and, importantly, private access to the outside world from every suite via sliding glass doors*. The layout and inclusions in each private suite enable residents to enjoy their independence and comfortable solitude, if they so desire, while the design of the greater community gives them the ability to partake in meaningful interactions with their neighbours.

As for resident and guest facilities, Palm Lake Care Toowoomba offers its own Atrium Café, a dedicated indoor kids' zone, outdoor kids' playground, gymnasium, luxury movie cinema, private dining rooms and more. Precious time together with family, friends and visiting fur babies is made possible via free use of the separate guest house and alfresco areas throughout the expansive private parklands. Behind the scenes, a commercial kitchen and laundry ensure the residents' needs are not just met, but exceeded.

Master Builders Regional Manager, Linda Rosengreen, congratulated the winners across all 47 categories.

"Our theme 'Built to rise above' was inspired by our members and the projects they've delivered during these tough times show they've done just that," Linda says. "Since the pandemic first started to bite, our members have excelled in the face of adversity and are continuing to amaze us with their tough-as-nails attitude."

While the Master Builders Qld award reiterates Palm Lake Care Toowoomba's impressive design and construction, the real 'award winners' are those caregivers who provide a premium level of care to the residents who call this community home. It is these caregivers who have helped Palm Lake Care Toowoomba achieve the impressive reputation it has in roughly 12 months of operation.

**Sensitive care neighbourhood, Riverton, is built to latest Dementia Australia recommendations with only one entry and exit point.*



Caloundra care in 2022

THE PALM LAKE CARE CALOUNDRA CONSTRUCTION SITE IS ABUZZ RIGHT NOW AS OUR TEAM POWERS TOWARDS AN OCTOBER 2022 FINISH LINE.



THIS LUXURY AGED caring community is the Palm Lake Group's first on Queensland's Sunshine Coast, conveniently adjacent to our over-50s lifestyle community, Palm Lake Resort Caloundra Cay. When complete, Palm Lake Care Caloundra will consist of 120 light-filled suites, each offering its own private ensuite, 24-hour care and the very best leisure amenities. Just like our newest care communities, Caloundra's suites can be set up to accommodate singles or couples (couple's occupancy includes an additional single suite which can be used as a second bedroom or living area. In this respect, couples enjoy his-and-hers ensuites, walk-in robes, televisions and fridges).

Every Palm Lake Care Caloundra suite includes all the things you need, with space to bring the things you love. Features include:

- Direct access to outdoors via a patio or private balcony, allowing fresh air to circulate
- Fully electric bed, with pressure-relieving mattress
- Wall-mounted television
- Refrigerator
- Individually controlled air conditioning
- Direct-dial telephone
- Stone benchtops and built-in cabinetry
- Window furnishings and an armchair
- Patio furniture
- Option of luxury interior designed furniture package for a fresh start (otherwise, standard inclusions, with room to personalise).

Palm Lake Care Caloundra site supervisor Mick Munro (pictured left, with Palm Lake Group MD Scott Elliott) says, as this magazine goes to print, only two more slabs remain to be poured with around 25 per cent of the framing already up. This framing is bringing three dimensions to the community's specialist 24-suite memory support unit. Mick says the roof over the MSU section was a great milestone for his team, recently.

"We are definitely on target to finish by the end of October 2022 - in fact, we are in front of the program by a couple of weeks, at the moment," Mick says. While the country's construction industry, in general, is faced with challenges around the supply of materials, Mick says good planning and foresight has his site in a great position as 2022 kicks off.

To find out more about Palm Lake Care Caloundra, our Care Solutions team is available for a chat on Freecall 1800 246 677 or via email on caresolutions@palllake.com.au.

A day in the life of... Bargara

PALM LAKE CARE BARGARA RESIDENTS ARE BLESSED TO BE LIVING IN SUCH A TROPICAL LOCATION, EAST OF QUEENSLAND'S BUNDABERG. BARGARA SHARES ROUGHLY THE SAME LATITUDE AS HAWAII. NEED WE SAY MORE?...



7am: The start of another sunny day in our tropical location.



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



9.30am: A morning walk. Time to pause and take in the natural beauty of our community's grounds.



11am: The onsite hairdressing salon makes life easy!



2.30pm: An afternoon tea cuppa is always a great idea!



4pm: Afternoons spent with friends...



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



6.30pm: The summer sun sets over our beloved Bargara community.



APPLY NOW!

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

By **JUSTIN WILMORE**
PALM LAKE CARE
GENERAL MANAGER



Feedback fosters ideas and improvement

WE SET OUR caregivers a task last year, to come up with new and unique ways to enhance and improve outcomes for residents in their specific aged caring communities. It has been interesting to see how many great ideas have been generated by caregivers at all levels of our business - many of them born out of the monthly Residents' Meetings at their locations. These ideas might have initially been relevant to one specific community but have been so successful, we've rolled them out across multiple locations - sometimes to all six communities.

I can think of a number of brilliant improvements that have been put in place across the group, but among the most stand-out ones in 2021 were:

- The 'Window of love'. From the depths of COVID restrictions rose a simple but very popular idea allowing visitors to see and talk to their loved ones through a glass 'Window of love'. While it's always great to hear a familiar voice on the phone or talk to a loved one on a computer screen, it was heart-warming to watch the reactions of our residents and their families on seeing each other in the flesh, during those highly emotional times, all while keeping everyone safely socially distanced on either side of their 'Window of love'.
- Improved technology to connect our residents with their loved ones. Our Lifestyle Team members became true 'tech heads' throughout COVID restrictions, embracing new technology and learning new software and platforms to ensure our residents felt as connected to the outside world as normal - if not even more connected.
- Breakfast buffet stations for our residents. A simple idea giving them more choices and independence.
- Community tours (for our residents) of their hospitality services. This gives them a better understanding of how our business operates and how they are cared for.

As mentioned, many of these ideas were born out of our Residents' Meetings. These regular catch ups in each community give our residents and their families a set time each month to formally catch up with their local management team. I encourage all interested residents to attend a local Residents' Meeting in 2022. We value the feedback no end. It's what helps keep our business moving forward and improving.

By **TRISH HEKE**
PALM LAKE CARE
CHIEF OPERATING OFFICER



Care is a noble and rewarding profession

IT'S NO SECRET that the aged care industry has faced obstacles in relation to attracting great staff and retaining them. When you consider the aged care workforce and the challenges our caregivers face on any normal day in their roles (let alone during a global pandemic), we knew they deserved more.

To enhance our caregivers' experience, the Palm Lake Care management team had an idea to enhance our staff rooms. We wanted to make them more inviting. Turn them into places where caregivers could truly relax. With that came the opportunity to consider the catering aspect of our staff rooms and how we could provide complimentary food for our caregivers. And so, management put it to our local Service Managers to bring this idea to life for the dedicated staff area at their location. And that they have done!

While all communities have made (or are in the process of making) marked improvements, one particular community embraced this concept with gusto, creating an amazing space for their very impressed and grateful team. Palm Lake Care Bargara now has a dedicated zone for staff relaxation (both inside and out), a breakfast bar that includes a well-stocked coffee machine, cereal dispensers, fruit bowls and more. There is a clear line between off-work and on-work zones in this space giving our caregivers a wonderful place to catch up and relax before/after their shift. This shiny new improvement to caregiver amenities will no doubt add 'value' to their experience and better support them in their work supporting our residents. For the effort that our Bargara team put into this idea, they were awarded the Innovations Award for 2021 at our recent awards evening (see Page 18).

Aged care is definitely a noble profession. It takes a special person to work in our industry, especially those carers at the coalface in this new world we exist in. Palm Lake Care prides itself on providing clear career pathways for the most dedicated team members. In fact, we love watching our most loyal caregivers rise through the ranks. I myself started in aged care as a fresh-faced teen and have continued to enjoy a lifetime's career in this industry - I love it!

If you've been thinking about a career in aged care, maybe there's a role at Palm Lake Care that suits you? Check out our website for a list of current vacancies.



Pictured top left: Palm Lake Care Toowoomba's resident knitters, stitching up a storm.

Pictured left and above: Palm Lake Care Bargara's craftiest residents have been producing knitted 'trauma teddies' for donation to a local women's shelter. Caregiver Kylie made the delivery to a very grateful Edon Place staff member, but not before the teddies were given some rigorous 'testing' by our residents, Yvonne and Ruth.

Yarn garners heart

PALM LAKE CARE'S TYPICAL DEMOGRAPHIC FEATURES SOME PRETTY TALENTED CRAFTSPEOPLE. AND THESE RESIDENTS HAVE BEEN PUTTING THEIR SKILLS TO VERY GOOD USE.

PICKING UP A SET of knitting needles or a crochet hook is second nature to many of our Palm Lake Care residents. Many have spent a lifetime turning balls of yarn into hard-wearing garments for their family members. Our residents come from a time when fashion wasn't so 'fast', cheap and disposable - instead, clothing was sewn to last.

While many prefer to buy their garments nowadays, these Palm Lake Care residents have instead been calling on their incredible crafty skills for the benefit of their local communities.

For example, Palm Lake Care Toowoomba's resident knitters have this year been stitching up quite a storm. This group donates many items to the Toowoomba Base Hospital including teddies for the children, baby booties and beanies for the babies, as well as beanies for cancer patients. They're also busy producing scarves

for the homeless. What a way to give back to the community that has supported many of them for so many years!

Further up the coast at Bargara, our Palm Lake Care residents have also been busy bumblebees. The most clever and crafty ladies have been knitting 'trauma teddies' for a local women's shelter.

"Our residents enjoy making these toys for the children of this shelter, so these kids have a teddy bear to keep them company during the tough times," Palm Lake Care Bargara Service Manager Steve Wheeler says.

The shelter, Edon Place, was very appreciative of our residents' efforts when caregiver Kylie delivered the bears, along with some additional donated blankets.

"It's through charitable activities like this that our residents continue to make a difference in their greater community and, importantly, enjoy a life filled with purpose," Steve says. "We continue to seek out charitable activities like these for our community members to partake in."

Around the grounds



Pictured above: Palm Lake Care Toowoomba's dedicated cleaners were recognised during International Cleaners' Week recently.

Pictured right: Palm Lake Care Deception Bay residents love visitors of any kind but when they are the four-legged, feathered or furry variety, it's bound to be an extra-fun day!



Pictured below: Cultural days are always a blast, right across the Palm Lake Care group. At Deception Bay recently, residents and staff got right into the spirit of Mexico, even enjoying a pinata on the day!



SMILING HAPPY PEOPLE

Turn over for even more smiles from around our six Palm Lake Care communities...





Pictured above and right: Palm Lake Care Bargara's caregivers joined right in with the fun their residents were having on Pyjama Day!



Pictured below: Palm Lake Care Beachmere (or "Club Beachmere" as it's become known among residents and caregivers) definitely likes to put the 'fun' into fundraising! Residents and caregivers collected vital donations for the Motor Neuron organisation's 'Walk to D-Feet' charity event through a recent cupcake drive. Some caregivers, as well as one eager resident, also took part in an organised local charity walk. Someone got a little too close to the icing while the photo was being taken, though!



Pictured above: These Palm Lake Care Deception Bay residents were among others who hit Lakeside Raceway with members of other local men's sheds to watch in awe at the amazing high-performance racing ride-on lawn mowers! What a blast!



News in brief

HAPPY ANNIVERSARY!

PALM LAKE CARE Deception Bay stopped recently to honour a wonderful couple who reside there together. Peggy and Peter Michel enjoyed cake and cards for their incredible 70th wedding anniversary! What an achievement! They very much enjoyed looking through all the cards they received - many from notable dignitaries.

JOIN IN THE CONVERSATION

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

APPLICATIONS FOR CALOUNDRA

PALM LAKE CARE Caloundra will be completed late this year. It sits conveniently alongside our luxury over-50s community lifestyle resort, Palm Lake Resort Caloundra Cay. Applications for this beautiful Sunshine Coast care location will be opening soon. If you would like to submit your expression of interest, please Freecall our team on 1800 246 677 or email caresolutions@palllake.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 family member

Movers & shakers: Professional pathways at PLC

ELEANOR TAKES ON BRAND NEW COMPANY ROLE

ELEANOR MORGAN, much loved former Service Manager at Palm Lake Care Mt Warren Park has stepped into a newly created role as Relief Service Manager. Eleanor's decades of nursing (RN), years of Clinical Governance Management, Regional Management and hands on Clinical Management make her the perfect fit to work across all our Communities. When our Community leaders need a well-deserved break, Eleanor seamlessly slips into their seat. Her comprehensive knowledge and experience mean she is another practiced eye in the operation - and not just seat warming.



MT WARREN PARK WELCOMES NEW SERVICE MANAGER

CONGRATULATIONS TO Caroline Bosnic, former Clinical Manager at Palm Lake Care Mt Warren Park, who has taken on the Service Manager role. Caroline knows only too well the power of team work and her rise creates the opportunity for Clinical Nurse Tina LeClaire to step up as Acting Clinical Manager, leading the team and supporting best practice clinical and care outcomes.

BARTHOLOMEW MOVES UP THE NURSING RANKS

RN BARTHOLOMEW LAND, who is a caregiver in our Palm Lake Care Bargara community, has been promoted from Clinical Nurse to Clinical Manager. Bart has been mentored by the best and Palm Lake Care is delighted to provide this professional development opportunity to him and others in the clinical and care team at Bargara. Career pathways and professional development opportunities are essential to attract and retain a highly motivated and skilled workforce.



Toowoomba come up trumps

ANYONE WHO KNOWS HIM WILL TELL YOU THAT PALM LAKE CARE TOOWOOMBA'S SERVICE MANAGER, TONY MCKENZIE, IS A COLOURFUL CHARACTER. HIS BIG PERSONALITY IS PART OF THE BIG SUCCESS OUR TOOWOOMBA COMMUNITY ENJOYS, AS THEIR 2021 AWARDS EVENING HAUL PROVES...

A BIG PART of the success of any business is a loyal, dedicated and engaged workforce. It's not always something clearly tangible, but more so a 'feeling' you get in that workplace. When it comes to our Palm Lake Care communities, that 'feeling' is one of warmth and welcome. It's seen in efficient and happy caregivers who also enjoy (and spread) a sprinkling of fun in their work day.

Palm Lake Care's Chief Operating Officer Trish Heke explains that, for our 2021 Palm Lake Care Annual Awards, the 'People and Values Award' could also be known as the 'Culture of the Year' Award.



TOOWOOMBA SCOOPS THE POOL

- * People and Values Award (Culture of the Year)
- * Leadership in Action (Tony McKenzie)

"When we collectively put our heads together to discuss the culture in our communities, it was clear that the only way to understand what the people thought, was to ask them," Trish says. "Our HR team sent a survey to every caregiver - from the Clinical Nurse's role down."

Trish says there were nine questions in total that spoke to:

- Enjoyment felt in their role
- Teamwork
- Communication and feedback
- Support mechanisms
- Feelings of value
- Future plans.

"From the results we received, one team spoke about their culture in an incredibly positive way. They felt truly supported in their role by their teammates, team leaders and management," Trish says.

The winner of the 2021 'People and Values Award' was... Palm Lake Care Toowoomba!

But the awards did not stop there for our Toowoomba team. Tony McKenzie was also over the moon to receive the 'Leadership in Action' Award for Service Manager of the Year.

"What is leader in simple words?" Trish asks. "A leader is the one in the charge, the person who convinces other people to follow. A great leader inspires confidence in other people and moves them to action. A leader is the one running the show."

"A leader's most important role is to provide clear and compelling direction. Leaders ensure that all followers understand, embrace, and work toward achieving those objectives. And they provide momentum, sharing and celebrating progress toward achieving company goals, setting new targets, and providing needed resources. Tony McKenzie is a true leader."



STEWARDSHIP AWARD

Our Stewardship Award winner for 2021 was Bethania Service Manager, Vanessa Gawith.

"Stewardship is the careful and responsible management of something entrusted in one's care," COO Trish Heke explains. "It goes hand in hand with commitment and ownership. It is an art and a skill."

"Managing and leading a team of diverse and complex people can be a challenge, but Vanessa takes it in her stride and has a 'get on with it' attitude. She is dedicated to the residents and the day-to-day operational tasks that just have to be done."

"I was that Bethania's re-accreditation and was very impressed by how Vanessa articulated herself and had every piece of information ready and could speak to it all. She works tirelessly and takes everything on board. We salute you, Vanessa Gawith!"

The congrats continue...



Pictured left: Palm Lake Care Bargara received the “Innovations Award” for quality improvement of our communities to enhance and improve outcomes for our residents. GM Justin Willmore (centre) presented the trophy to Bargara’s new Clinical Manager Bartholomew Land (left) and Service Manager Stephen Wheeler (right).

Pictured below: The “Clinical Excellence Award” for Clinical Manager of the Year went to Caroline Bosnic. She’s pictured with our GM Justin Willmore. Caroline has been promoted to Palm Lake Care Mt Warren Park’s Service Manager in 2022.



Pictured right: “The Collaborator” Award went to Melissa Ostrouhoff “When I think back to interviewing this person,” COO Trish Heke says, “I remember having a very frank conversation about the process. That to take on this role would mean developing a whole new structure to make it work. And let me assure you that is exactly what Melissa did. Within weeks, new processes and practices were developed and rolled out like a well-oiled machine. Fast forward, and Melissa has taken on a new role and is again in the trenches with the teams, planning and formulating ways to improve what we do, how we do it and how it is documented. Thank you Melissa, you make a difference at PLC.”



Pictured above: The “Mountain Mover” Award went to Deception Bay’s Service Manager, Gail King.



Pictured left: The “Behind the Scenes” Award went to Palm Lake Care’s Care Solutions Manager Jacinta Sutton and her team.

Pictured below left: The “Above and Beyond” Award went to Simone Ross. “Going above and beyond is something our teams do every day to ensure our residents are receiving the best care and services,” COO Trish Heke says. “We all must juggle our daily tasks with the emerging priorities. A tricky task. But there is one particular person who manages this in a spectacular style. We admire your determination and dedication, Simone.”

Pictured below: Palm Lake Care’s “Rising Star” of 2021 was Sophia Kim.



Pictured above: “Never missing a beat” in 2021 was Eleanor Morgan.



Pictured above: Eleanor Morgan, Tina LeClaire and Caroline Bosnic.
Pictured below: The girls from Deception Bay, including (from left) Gail King, Lisa Denham and Amita Poudel.



Pictured above: Libby Cadogan, left, congratulates Tammy Cook on the HR Team's award. **Pictured below:** COO Trish Heke catches up with Bargara boys, Bart Land (Clinical Manager) and Steve Wheeler (Service Manager).



Pictured left: The "Helping Hands" Award went to HR Team members Charmaine Brewer and Tammy Cook. "Our communities are resilient, but they can't do it on their own," COO Trish Heke says. "We all need support and the help of subject matter experts to make us all look amazing. The HR Team works hard in the background to ensure the correct processes are completed in all manner of situations. There is much to do, and it is always achieved with a smile. Thank you HR team, you rock!"



Lisa's star shines brightest

OUR THREE PILLARS AWARDS HIGHLIGHT THE BRIGHTEST STAR IN EACH OF OUR SIX AGED CARING COMMUNITIES, AS VOTED BY OUR RESIDENTS. BUT THERE CAN ONLY BE ONE NATIONAL WINNER...

WHEN YOU WANT to find the best information, you go straight to the horse's mouth, right? While the Palm Lake Care management team could easily identify high-achieving caregivers, what's most important is what our residents think. So, we asked them.

A Palm Lake Care "Three Pillars Award" was awarded to the most outstanding caregiver in each of our six aged caring communities. These six winners then went head-to-head to vie for our national overall title. The winner of that top award was Palm Lake Care Deception Bay's Lisa Denham!

Some of the comments our judging panel received from Deception Bay residents on Lisa's performance included: "Lisa explains to you about medications when you have questions and answers other queries you ask. If you ask her about anything, she will take the time to explain it to you. Lisa greets me with a smile and brings my medication on time. She is efficient in her duties. Lisa makes me feel good and is always kind and helpful."

Chief Operating Officer Trish Heke commended Lisa for being a constant and steady employee for Palm Lake Care Deception Bay through staffing changes. The Three Pillars Award national finalists included:

Wendy Alexander (Beachmere): "Wendy has a professional, warm and approachable rapport with residents, families and staff. Wendy is always striving to ensure the full potential is brought out in our residents. This is evident through the positive feedback from residents, family members and staff. Wendy, without hesitation, will work above and beyond in her role and since commencing at Beachmere has become the 'jack of all trades'."

CAREGIVER OF THE YEAR

Six finalists, one winner. Congratulations to Lisa, of Deception Bay!



Marie Morcus (Bargara): "Marie is a great listener and provider of needs and advice with care. You can rely on Marie; things aren't the same when she is not here."

Zoe Hamilton (Bethania): "Zoe is lovely and kind to us. Nothing is too much trouble for her to do for us!"

Emily Shanks (Mt Warren Park): "It is hard to put into words how passionate and incredible an asset Emily Shanks is to Mt Warren Park. The residents adore her, as do we."

Toni Kelly (Toowoomba): "Toni is a staff person who turns up for the residents and won't leave until the job is completed. She has an ability to handle any situation with professionalism and poise."

They've scored a hole in one

VIM AND REGINA BALACHANDRAN HAD THREE REQUIREMENTS WHEN LOOKING FOR THEIR DREAM DOWNSIZER: THEY WANTED A GOLF COURSE AND AGED CARE CLOSE BY, AND IT HAD TO FEEL LIKE THEIR FOREVER HOME. THEY SAY FINDING PALM LAKE RESORT BEACHMERE BAY WAS LIKE WINNING THE LOTTERY.

VIM AND REGINA Balachandran had been looking at over-50s lifestyle communities for a while. They were living in a golfing community on the other side of Brisbane and were growing tired of the upkeep their four-bedroom, multi-storey home was demanding of them.

"The other motivating factor was that my mother – who had been living with us for the past 10 years – had a few falls, so we knew we needed to find care for her, and soon," says Vim.

They spent time looking at different aged care providers and over-50s lifestyle communities, but none of them were the right fit. Either Vim's mum, Sashi, wasn't happy, or Vim and Regina weren't.

"When we found Palm Lake Resort Beachmere Bay, everything just fell into place," says Vim. "We first looked at Palm Lake Care Beachmere for mum and when she said she liked it, we had Nicole show us a house at Palm Lake Resort and we put down a deposit immediately. I think it was the fastest sale she's ever made!"

Sashi moved into her suite at Palm Lake Care Beachmere about a week later, and Vim and Regina moved into Palm Lake Resort the following day. It was like fate, Vim says, and they couldn't be happier. While Sashi was initially reluctant to move into an aged caring community, Vim says that being so close by has helped them all settle in. Both he and Regina can visit Sashi every single day without having to get in the car, and Vim is happy to be able to do small things for his mother that he knows make her feel more at home – like washing her saris, which she wears every day.

"She figured that if she has to be in care, there is nowhere she would rather be," says Vim. "She looked at six other places but didn't love any of them. It's only been about a month, but she loves where she is now – the staff, the ambience, her beautiful suite. She has made friends fast too, which has helped a lot."

Vim and Regina have settled into life at Palm Lake Resort Beachmere Bay even faster. Avid golfers, they relish having a nine-hole course right on their doorstep and access to the 18-hole golf course at Pelican Waters Golf Club just up the highway. They also love that there is no need to keep their own golf buggy – there are plenty on-site for residents to use – and make good use of the state-of-the-art golf simulator at the resort's Shorehaven Golf Club.

"I have used similar technology before, but I've always had to book in and pay," says Vim. "Having one that I can use whenever I want to get a benchmark on my distances or play a virtual course if it's raining is fantastic."

It goes without saying that golf is a big part of Vim and Regina's life. They've been playing the game for 40 years and, for the past 15 years, most of their travel has revolved around golf. Old Head in Ireland and Troon North in Scottsdale, Arizona are among their favourite courses they've played.

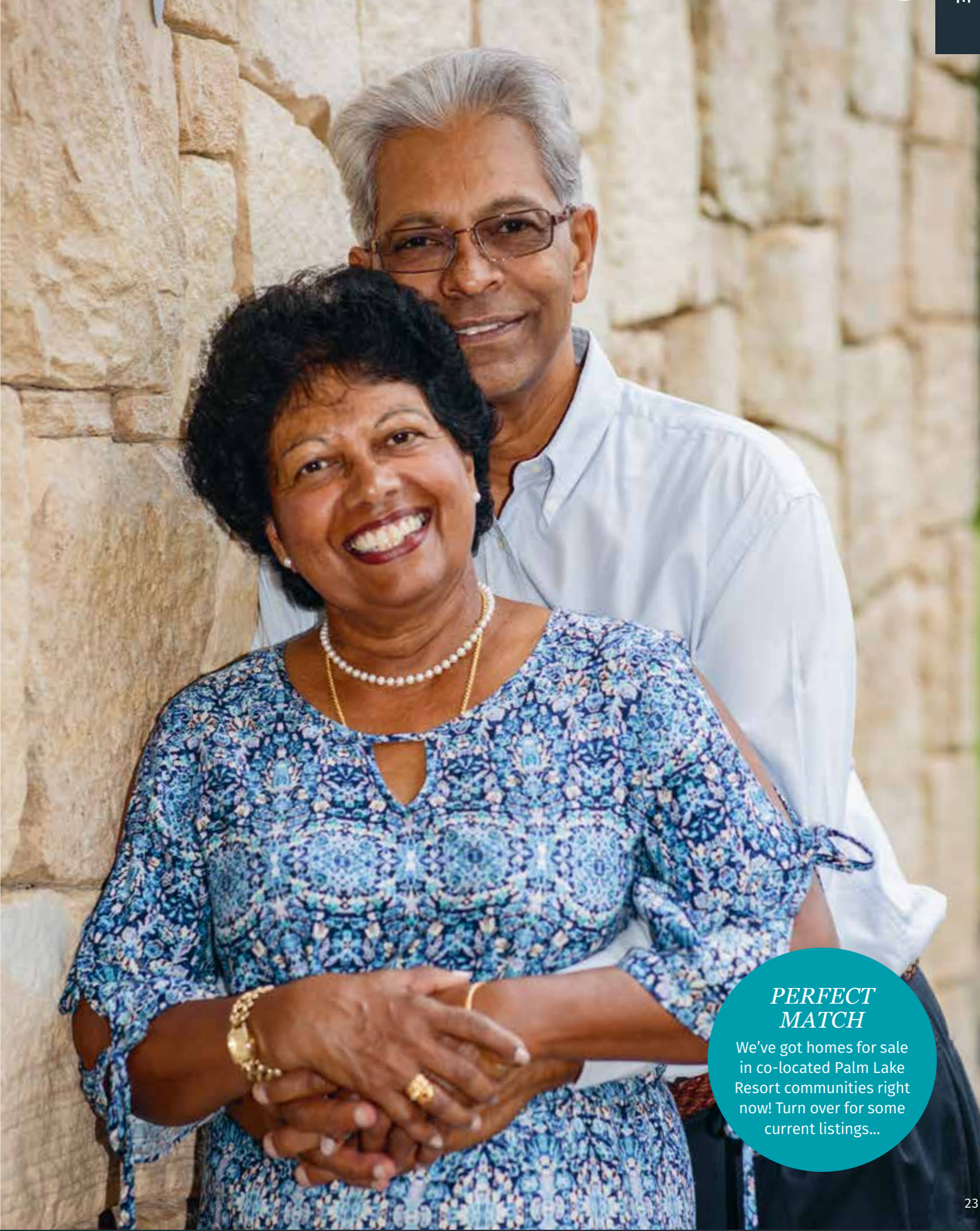
"We spent 12-and-a-half months travelling the world, and played 56 games on 55 courses," says Vim. "There was one we just had to play twice!"

And while there are still plenty on their bucket list, the pair are finding the many activities on offer at Palm Lake Resort Beachmere Bay to be taking up more of their time than they'd thought.

"Whether it's lawn bowls or snooker, we love that there are so many things to do and so many people to do them with," says Vim. "Where we used to live, golf was the only thing available. Here, you can't be bored. We can't wait for our son and his family to visit us over the school holidays so that we can show them all of the amazing facilities – our grandkids will love it."

Settling in, Vim says, has been "easy as". Though they had strict criteria, even Vim, Regina and Sashi are surprised by how well things have worked out for them. Proximity to aged care? Tick. Golf course close by? Double tick. And as for finding their forever home?

"We are so happy here; we wouldn't trade it for anything. That is, until Palm Lake Resort Forster Lakes is completed – we may be tempted by the 18-hole golf course!"



PERFECT MATCH

We've got homes for sale in co-located Palm Lake Resort communities right now! Turn over for some current listings...

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...



BEDS	BATHS	LIVING	OUTDOOR LIVING	GARAGE
2+1	2	1		2



BEDS	BATH	LIVING	OUTDOOR LIVING	GARAGE
3	2	1		1

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 Laurel design (pictured left) might just sweep you away to a holiday destination.

There aren't too many more new homes available at Beachmere Bay - the resort is almost fully sold out. 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		2



BEDS	BATHS	LIVING	OUTDOOR LIVING	GARAGE
3	2	1		2



BEDS	BATH	LIVING	OUTDOOR LIVING	GARAGE
3	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. As well as the hundreds of new homes to be added, there's a raft of great new facilities just unveiled including a four-lane tenpin bowling alley, pickleball court, recreational centre and more. Home designs, like this Lupine (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 views 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 this resort and its world-class facilities (including the Pinnacle Country Club, pictured left). There are only a few homes left before 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 Palm Lake Resort Beachmere Bay.

An established resort, the pre-loved homes here are move-in ready including this one, pictured left, that features three bedrooms, two bathrooms, a double garage and it backs on to the golf course. To speak with a member of the Beachmere Sands Sales Team, you can Freecall **1800 338 382**.



PALM LAKE CARE

Bargara

55 Wearing Road, Bargara QLD 4670
Phone 07 4331 0000

KEY LOCAL PERSONNEL

Service Manager: Steve Wheeler
bargaracarefm@palllake.com.au
Service Manager Support: Kim Meissner
Admin: Colleen Dwyer, Isobel O'Brien
Clinical Manager: Bartholomew Land
Clinical Nurse: Christie Webb and Talia Phillips
Lifestyle Team Coordinator: Kim Milowski
Chef Manager: Jenny Wise
Maintenance Officer: Richard Miller

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month



Steve Wheeler,
Service Manager



PALM LAKE CARE

Beachmere

145 Bishop Rd, Beachmere QLD 4510
Phone 1800 246 677

KEY LOCAL PERSONNEL

Service Manager: Anston Fivaz
beachmerecaesm@palllake.com.au
Admin: Julie Skein, Shandelle Adams
Clinical Manager: Wendy Van Staten
Clinical Nurse: Michelle Cerda
Lifestyle Team Coordinator: Kartina Huston-Robinson
Chef Manager: Neil Galpin
Maintenance Officer: Anthony Batchelor

UPCOMING RESIDENTS' MEETINGS:
Second Tuesday of the month



Anston Fivaz,
Service Manager



PALM LAKE CARE

Bethania

1 Goodooga Drive, Bethania QLD 4207
Phone 07 3086 3000

KEY LOCAL PERSONNEL

Service Manager: Vanessa Gawith
bethaniacarefm@palllake.com.au
Service Manager Support: Janene Sayers
Admin: Tricia Hargreaves, Kylie Daley
Clinical Manager: Anette Chantrill
Clinical Nurse: Gagandeep Kaur
Lifestyle Team Coordinator: Amber Blake
Chef Manager: Veijo Lehto
Maintenance Officers: Jason Campbell

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month



Vanessa Gawith,
Service Manager



PALM LAKE CARE

Mt Warren Park

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

KEY LOCAL PERSONNEL

Service Manager: Caroline Bosnic
mtwarrencarefm@palllake.com.au
Admin: Katie Friedrichs
Clinical Manager: Tina LeClaire
Lifestyle Team Coordinator: Leona Counsell
Chef Manager: Colleen Anderson
Maintenance Officer: Alec Walker

UPCOMING RESIDENTS' MEETINGS:
Second Wednesday of the month



Caroline Bosnic,
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@palllake.com.au
Admin: Lyndall Woolmer and Gillian Hodge
Clinical Manager: Amita Poudel
Lifestyle Team Coordinator: Linda Riedel
Chef Manager: Amit Jyoti
Maintenance Officer: Samanth Jose

UPCOMING RESIDENTS' MEETINGS:
Third Tuesday of the month



Gail King,
Service Manager



PALM LAKE CARE

Toowoomba

97-161 Hogg St, Toowoomba QLD 4305
Phone 07 4580 3000

KEY LOCAL PERSONNEL

Service Manager: Tony McKenzie
toowoombacarefm@palllake.com.au
Service Manager Support: Edward Townsend
Admin: Louise King and Toni Brazier
Clinical Manager: Jodi Harms
Clinical Nurse: Daisy Sharma
Lifestyle Team Coordinator: Leanne O'Rourke
Chef Manager: Larry Fernando
Maintenance Officer: Jason Schwerin

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month



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



**Aged Caring
Communities**