



Here I  
**enjoy my life**

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Palm Lake Care Toowoomba



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# Welcome

## Hello and welcome to Palm Lake Care Toowoomba

We're thrilled that you're considering us as your aged care provider. Our aged caring community prides itself on offering personalised care and fostering a vibrant, welcoming atmosphere where every individual feels valued.

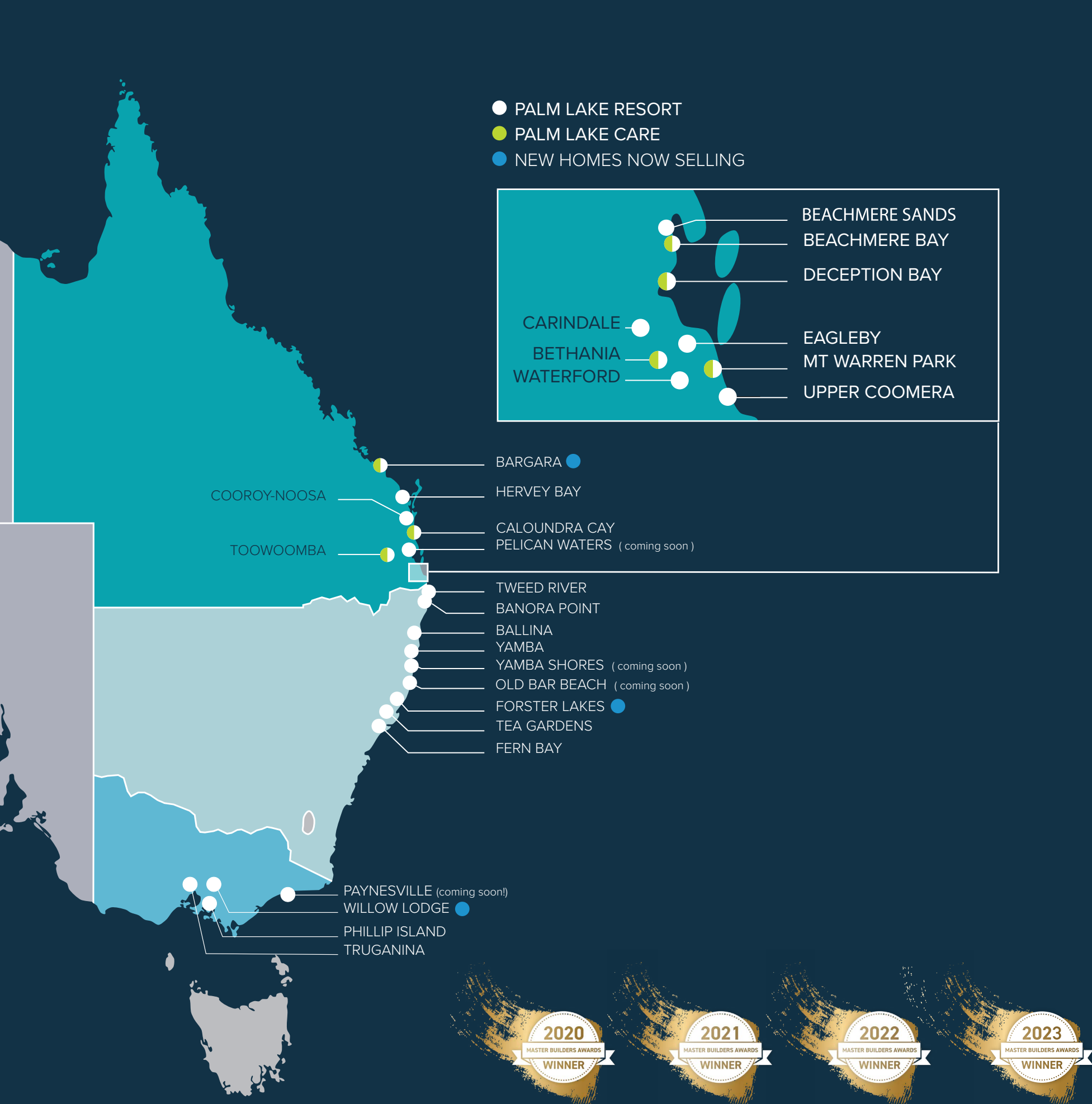
As you explore this enquiry booklet, you'll discover the array of services and amenities we provide to enhance your life at Palm Lake Care. Our dedicated team is passionate about creating a strong sense of belonging and ensuring that your unique needs are met with a warm, compassionate touch.

We wish you the very best in making this important decision and sincerely hope you and your loved ones will choose to become part of our Palm Lake Care family.

Warm regards,

**Daniel Aitchison**  
CEO, Palm Lake Care





# The Palm Lake Story

The Palm Lake story is one that dates back 44 years to a caravan park near Dandenong. Palm Lake Group founder, Walter Elliott purchased Willow Lodge Caravan Park in Bangholme, Victoria, inspired by the manufactured home estate model he had seen in operation in the United States and started converting it into a residential resort for permanent residents. Before long, the group shifted its operations base to Queensland and developed a resort at Bethania on Brisbane's southside.

The resort sold out quickly and became a model for this type of development.

Since that time, Walter's son Scott joined the family business as Managing Director and the Palm Lake Group has grown to feature 38 locations across Queensland, New South Wales and Victoria. And the company is still expanding. Among the locations, there are also a number of sister Palm Lake Communities offering aged care to residents with care requirements.

The Palm Lake Group has seen much success over four decades and puts that success down to working hard to understand the designer lifestyle residents are seeking within the company's group of resorts. Just ask the thousands of happy Palm Lake Resort residents who enjoy freedom, security, individuality and a sense of community and purpose every day.

Walter and Scott still lead this vibrant and ever-expanding family company from its Gold Coast headquarters.





# Here our values are important to us

## OUR VISION

That belonging and connection is a fundamental right of ageing.

## OUR PURPOSE

We build active, engaged and inclusive care communities.

## OUR PRIORITIES

PEOPLE



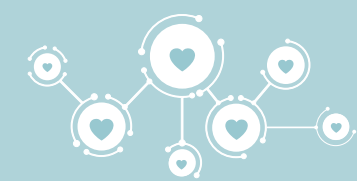
We're a great place to work,  
where our people feel connected and  
truly contribute to our Caring  
Communities.

LISTEN



Communication is at the  
heart of all we do.  
We engage, listen  
and respond.

COMMUNITY



We create vibrant environments  
where everyone is welcomed.  
Our residents feel safe, valued and  
that they belong.



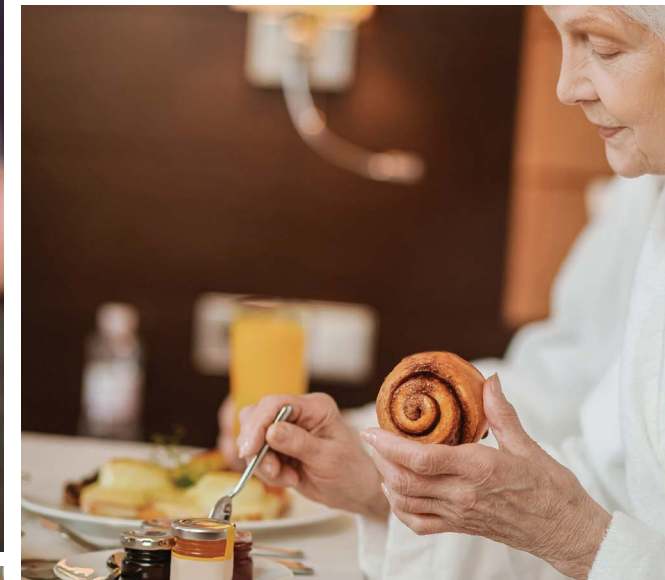
# Here is where I belong

At Palm Lake Care, we strive to create a warm and welcoming environment for all of our residents. Our team is dedicated to fostering a supportive community that encourages a sense of belonging and connectedness.

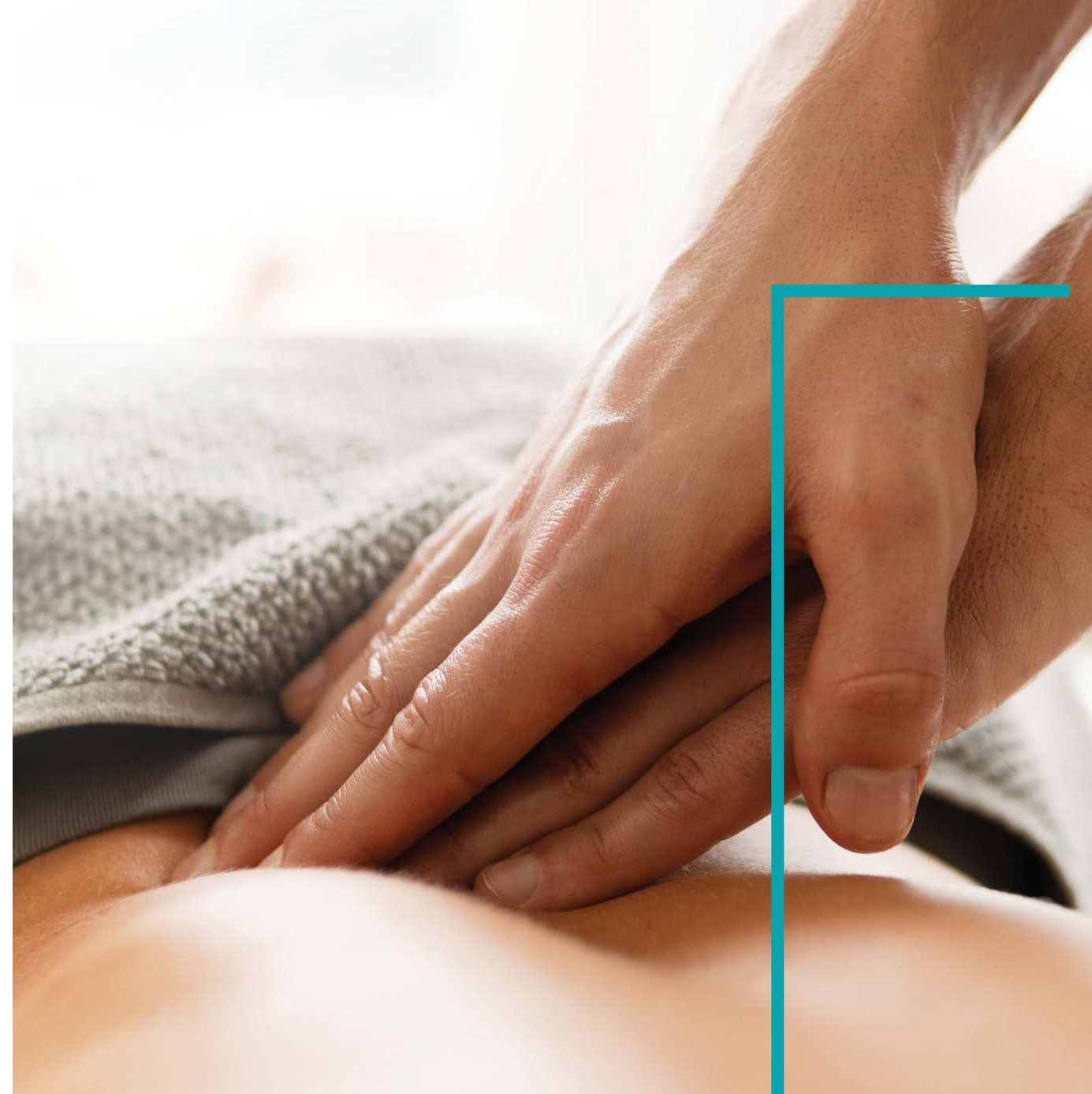
Our single private suites with ensuited bathroom and courtyard or balcony access are designed to provide ample space and comfort for both couples and singles. We understand the importance of feeling at home, and our suites are fully equipped with everything you need to

ensure a comfortable stay. Our residents are also encouraged to personalise their suites with their belongings, making it truly feel like their own.

At Palm Lake Care, we believe that a comfortable and inviting living space is essential to the well-being of our residents. We are committed to providing a safe and supportive environment that feels like home.







# Here I feel really cared for



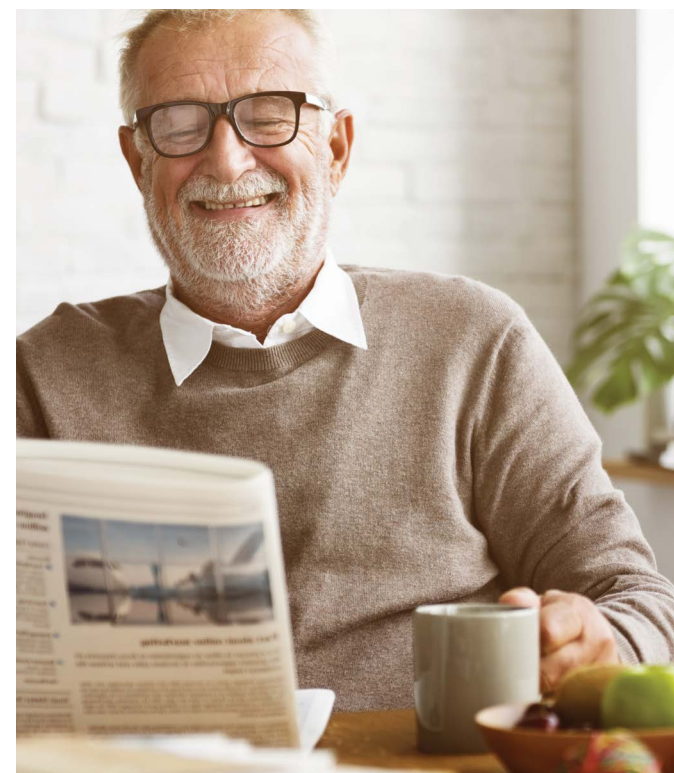
At Palm Lake Care, we understand the importance of providing round-the-clock care to our residents. Our team of clinical and care professionals, including visiting doctors, dentists, audiologists, occupational therapists, physiotherapists, speech pathologists, registered nurses, enrolled nurses, and personal carers, work collaboratively to provide individualized care and support to each resident.

In addition to our healthcare professionals, our chefs, food service teams, administration teams, housekeeping, and

maintenance crews play an integral role in creating a welcoming and comfortable environment that we're proud of. We believe that a happy and healthy lifestyle is essential for our residents, and we're passionate about promoting a food-conscious culture to support their wellbeing.

At Palm Lake Care, we value the dignity and respect of every resident. We listen carefully to their likes and dislikes and strive to provide person-centered care that respects their choices.

Our Lifestyle team works hard to uncover residents' interests and encourage interaction, social engagement, friendships, and fun. We believe that the little things can make a big difference, and we go the extra mile to ensure that every resident feels supported and cared for every day.





# Here I feel very content

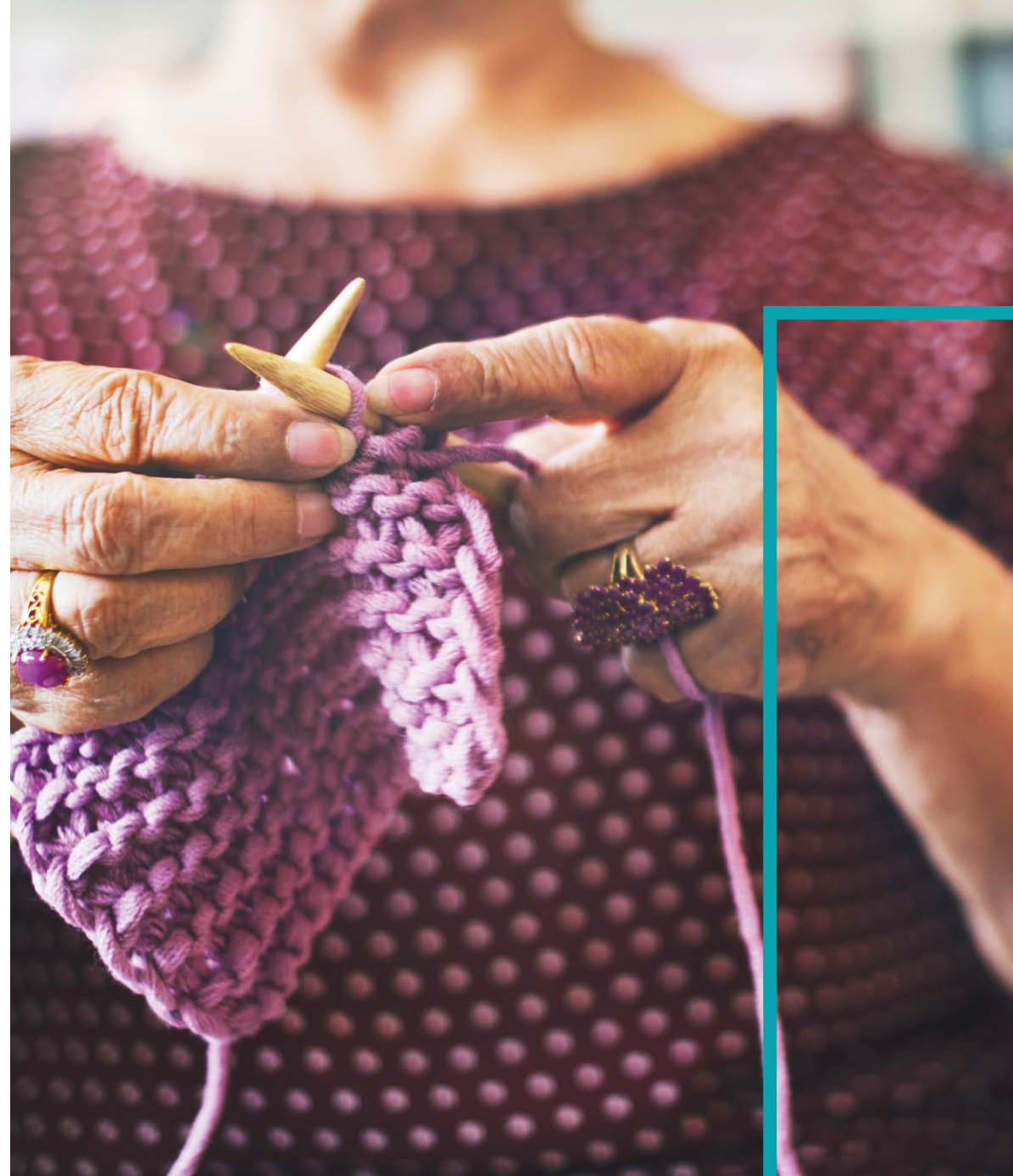
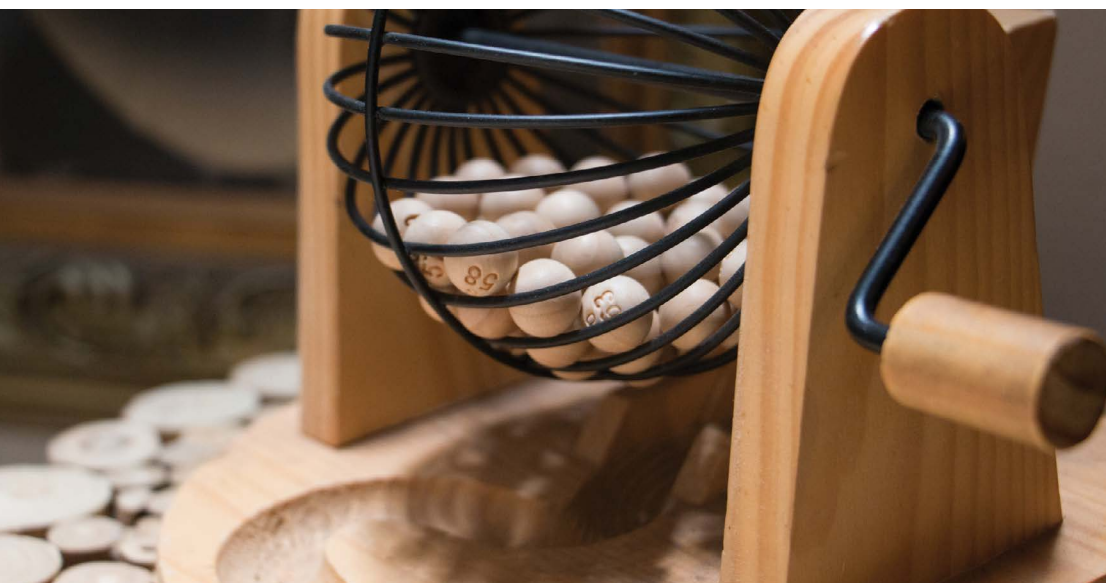
Here at Palm Lake Care, we are passionate about promoting a food-conscious culture that supports the health and lifestyle needs of our residents. Our focus on nutritious meals, prepared on-site every day, reflects our commitment to providing the best possible dining experience for our residents.

We understand that mealtime is an important daily highlight for our residents, and we strive to make it a memorable and enjoyable experience. Our menu is prepared fresh on-site by our team of experienced, qualified chefs, offering an abundance of options for all tastes, preferences, cultural and religious beliefs.

Our teams actively engage with residents on a monthly basis through our in-house food focus groups, and when planning menus, we welcome feedback to ensure that our menu options meet each resident's individual needs.







# Here I feel fulfilled

## Listening to our residents

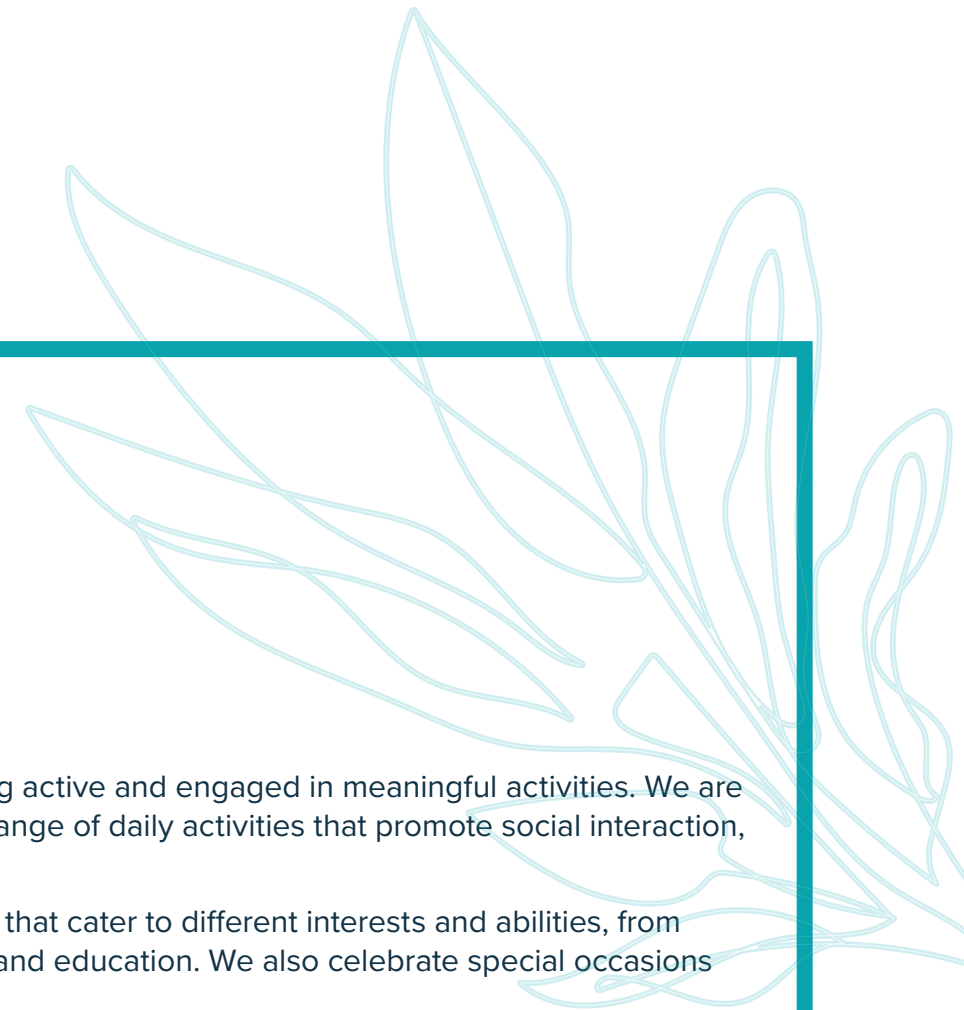
At Palm Lake Care, we understand the importance of staying active and engaged in meaningful activities. We are committed to ensuring that our residents have access to a range of daily activities that promote social interaction, creativity, and overall well-being.

Our innovative lifestyle program offers a variety of activities that cater to different interests and abilities, from artistic workshops and gentle exercise to singing, cooking, and education. We also celebrate special occasions such as birthdays, Christmas, ANZAC Day, and more.

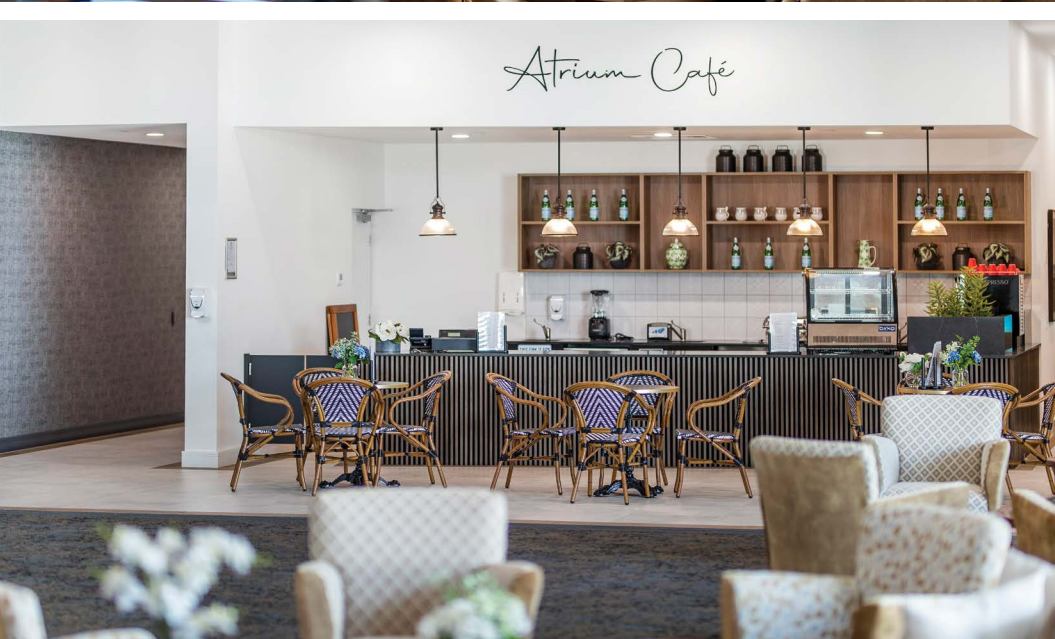
As part of our commitment to person-centered care, each of our aged caring communities has a dedicated lifestyle coordinator who organizes a monthly activity schedule. We also understand that every resident is unique and may have specific interests or hobbies they want to pursue. That's why we offer the option to develop a personalised lifestyle plan tailored to each resident's individual needs and preferences, whether they want to pursue an activity in a small group or on their own. At Palm Lake Care, we are passionate about providing our residents with opportunities to stay active, engaged, and connected to their community. We believe that an active and fulfilling lifestyle is key to maintaining a high quality of life, and we are committed to helping our residents achieve that goal.

- Arts and crafts activities such as painting, drawing, knitting, and quilting.
- Gardening and outdoor activities like nature walks, birdwatching, and picnics.
- Group games like bingo, card games, board games, and puzzles.
- Exercise programs like gentle yoga, tai chi, and stretching classes.
- Educational activities such as book clubs, current event discussions, and guest speaker events.
- Pet therapy visits where residents can interact with trained animals.
- Religious or spiritual activities such as meditation, prayer groups, and worship services.
- Cooking and baking activities like cooking classes, recipe sharing, and baking sessions.
- Social events like birthday celebrations, holiday parties, and happy hour gatherings.
- Music activities such as singing, listening to music, and playing musical instruments.

\*Please note that the above list of lifestyle activities are illustrative examples and may not be available at all times.







# Here I feel spoilt

At Palm Lake Care, our residents enjoy the very best care in an impressive luxury setting. Here, joy and kindness are found every day.

- Nurse call system - mobile and fitted, providing versatile assistance at your fingertips
- BBQ area available for private gatherings
- Indoor and outdoor children's playgrounds, ensuring fun-filled activities regardless of the weather
- Outdoor lawn bowls green for leisurely games
- Elevated garden beds designed for resident gardening enjoyment
- Convenient in-house postage service available
- Varied selection of freshly cooked meals to choose from
- Bar offering complimentary wine and beer during lunch, dinner, and Happy Hour
- Community laundry stocked with essentials, providing convenient access for your personal laundry needs
- Onsite customer experience support dedicated to assisting with the admission process to a PLC home
- Round-the-clock nursing care available
- Comprehensive allied health services offered
- High-speed internet access provided
- Well-stocked library for leisurely reading
- State-of-the-art movie theater for entertainment
- Elegant grand piano available for your musical pleasure
- Billiards for relaxed enjoyment
- Café and in-room café service for added convenience
- Daily newspaper delivery service
- Onsite hair and beauty salon for convenient personal care
- Regular live entertainment provided in-house
- Additional service options designed for an enhanced luxury environment



# Here I live in comfort

In the Private suite you have everything plus the space to make it your own

## Bedroom Features

- Fully electric king single bed with pressure relieving mattress
- Stylish bedside table with draws
- Versatile overbed table with adjustable height and easy manoeuvrability
- An inviting armchair for relaxation
- Spacious Wardrobe
- Ample natural light and adjustable lighting

## Ensuite Features

- Ensuite bathroom equipped with cabinetry offering added storage
- Strategically placed handrails for maximum safety and support
- Enjoy the convenience of installed heat lights and an exhaust fan

## Comfort & Convenience

- Individual control air conditioning for personalised climate

- Large smart TV for entertainment
- Wi-Fi access for staying connected
- Direct dial telephone connection
- Refrigerator for storing essentials

## Safety & Accessibility

- 24-hour nurse call system for added safety and accessibility
- Equipped with movement and lighting sensors for superior comfort and security.

## Aesthetics & Personalisation

- Window treatments (blinds and curtains) for privacy.
- Enhanced comfort with screen doors for gentle breeze flow
- Carpet and built-in cabinetry with benchtops
- Each room offers ample space for personalisation, welcoming artwork, photos and furnishings





# Here aged care fees are explained

When you are considering Residential Aged Care, it's important to understand what you might need to cover financially in terms of your accommodation, care and daily living fees.

Quality care at Palm Lake Care is affordable to everyone as the Australian Government calculates and regulates maximum fees and limits on how much you can be asked to pay. Your contribution towards the cost of your care, accommodation and services is subject to your individual financial circumstances. The Palm Lake team can explain this in detail and provide different options dependent on your individual circumstances.

When considering residential aged care, it's important to understand the funding options available so you can make the choice that's right for you or your family member.

**1. Low Means Fully Supported**  
(Govt funded) The government may pay for your accommodation and care costs, so you'll only need to pay the basic daily fee.

**2. Low means partly supported**  
(Govt contribution)  
If you are only eligible for partial funding, the government will contribute to your accommodation costs and you'll also need to pay the basic daily fee.

**3. Self-funded**  
If you don't qualify for government funding, you'll need to pay the accommodation and basic daily care fee, and a means tested fee.

**Your eligibility for funded care**  
To find out if you're eligible for residential aged care funding from the Australian Government, you'll need an Aged Care Assessment Team (ACAT) assessment.

The ACAT is a completely independent (and free) service. Visit My Aged Care or call 1800 200 422 to get started.

If you are looking for a permanent home, you'll also need to complete a financial assessment with Services Australia to determine how much you may need to contribute towards your accommodation.



## Basic Daily Fee

Everyone pays a basic daily fee. This fee helps pay for your day-to-day services such as meals, cleaning, facilities management and laundry.

\$

## Means Tested Care Fee

Means tested care fee is an extra contribution that some people pay, as determined through a means assessment. It is an ongoing fee towards the cost of your personal and clinical care.

\$

## Additional Services & Enhanced Environment Fee

Palm Lake Care Toowoomba offers a luxurious living experience with amenities like private suites, diverse meal options, sports bar, beauty salons, and more, all aimed at enhancing residents' physical, social, and emotional well-being.

\$

TOTAL \$

## Accommodation Costs

The accommodation payment covers the cost of your residential accommodation and is based on the type of room you choose. After you've received your financial assessment outcome, you will have up to 28 days from your moving in date to confirm how you'd like to pay. There are three ways you can choose to pay for your accommodation:

### Refundable Accommodation Deposit (RAD).

A one off, government guaranteed, fully refundable lump sum accommodation deposit, which may also deliver pension benefits.

RAD \$

### Daily Accommodation Payment (DAP)

A non-refundable daily accommodation payment.

DAP \$

### Combination

An apportioned combination of the RAD and DAP payment options.

RAD \$  
DAP \$



# Take the next step in your enquiry

## Step One:

### Getting started

When you decide to proceed with your enquiry, you are not required to complete any forms. Simply contact the Customer Experience Support at the Community you seek admission for, and we will provide a list of the required documents necessary to commence admission suitability review.

## Step Two:

### Financial Assessment

If you receive an Aged or DVA pension, visit Centrelink, update financial details, check the information they have on file is accurate and request an Income and Assets Summary. Provide this as soon as possible to assist us to understand if Palm Lake Care is the right financial solution for you.

## Step Three:

### Waiting for approval

Once all the required documents are received, we commence the admission suitability review. We will stay in touch and notify you of the outcome-admission approved or declined, and the reasons for our decision.

## Step Four:

### The Preadmission

Meeting is an integral part of preparing for admission to aged care. It enables us to complete all required documentation and commence the clinical assessment process. Its important to dedicate time to ensure this is completed on time so admission is not delayed.

## Step Five:

### Move in day

On the day of admission, our team will welcome you to our Palm Lake Caring Community and help you to settle into your new home.

It's important to note that the application process can be complex, throughout the entire admission process, we work closely with you to ensure that you feel supported and informed. We understand that this can be a complex and emotional time, and we strive to make the process as seamless and stress-free as possible.







Come and visit  
Toowoomba's magnificent new  
Aged Caring Community  
and have all your  
questions answered.

Arrange a private tour now by calling  
07 4580 3000



Aged Care Community

P. 07 4580 3000

Palm Lake Care Toowoomba  
149 Hogg Steet  
Toowoomba, QLD  
[palllakecare.com.au](http://palllakecare.com.au)

Arrange a Private Tour

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