

time for you.

PALM LAKE RESORT

SUMMER 2019-20



SUMMER VIBES ALL YEAR 'ROUND

You've got to love our resorts for making home feel like a summer holiday everyday

GET FESTIVE!

It's the end-of-year party season and Palm Lake Resort kitchens are built for entertaining

NEW YEAR, NEW YOU

Our residents' health and wellbeing is paramount which is why we invest in world-class facilities to support them





WELCOME

WELCOME TO THE SUMMER edition of our company's regular 'Time for you' magazine. Summer is most definitely a magical time of the year for most people, for a wide variety of reasons.

From a company perspective, over summer, we enjoy watching our resorts buzz with all the many extra social events that the festive season organically brings our residents. Our newest homes are designed for summer entertaining with their luxury kitchens, open-plan living and alfresco dining and entertaining areas. The resorts themselves are designed to offer so many things for visiting friends and family members to do. The grandkids always love a splash in our huge resort-style pools. They can also play alongside their grandparents on our mini golf greens, croquet pitches as well as our tennis and pickleball courts, depending on what range of great facilities their respective Palm Lake Resort location offers. And when the summer heat gets all too much, our residents and their visiting family and friends can always seek out the refuge of our air-conditioned Country Clubs for a spot of tenpin bowling, a movie and more. The other great thing about our Palm Lake Resorts is that we choose geographic locations that support relaxation (as well as vital everyday services). When you consider it, our newest resort locations really offer that 'holiday everyday' ambience and you can read all about them on Pages 4-13.

From a personal perspective, for my family and I, this time of the year is always brimming with Christmas cheer (it's hard not to get caught up in the Silly Season spirit when you have three small kids and a wife who set up the tree in mid-November!). Like most others, it's time for me to take a short break from the desk, recharge and reset for the new

year. And when I peek ahead into my 2020 diary, there's already so much on the drawing board for our company. We will open our fifth and sixth aged caring communities in Beachmere and Toowoomba respectively, start significant works in Forster, commence our exciting Bargara extension and continue to deliver the best over-50s product in our four key selling regions including Cooroy, Caloundra, Beachmere and Toowoomba.

"Our newest homes are designed for summer entertaining with their luxury kitchens, open-plan living and alfresco dining and entertaining areas."

I wish all the very best of the season to every one of the 11,000-odd people across Australia who call a Palm Lake Group location their home - as well as the tens of thousands of family members who are lucky to have a savvy parent, grandparent, sister, brother, aunt or uncle within the Palm Lake Group of addresses. Finally, a heartfelt thanks to the staff of Palm Lake Group for their ongoing hard work in 2019.

Remember to take time to relax with the special people in your life this summer. It's time for you.

Manuel Lang

CEO, Palm Lake Group



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SUMMER HOLIDAY EVERYDAY

There's a certain something special about the energy of summer at Palm Lake Resort. Of all the seasons of the year, summer offers tangible reminders of why life is so sweet in our community lifestyle resorts...

WHAT IS IT ABOUT summer that sparks joy and nourishes the soul? It might be just the longer days that allow us to squeeze more in, or those alfresco meals and cool summer beverages shared with friends. Maybe it's the reward of getting up early to complete some form of gentle exercise before the day even gets underway, or the joy of lazy afternoons spent walking the dog? Maybe it's just the ample summer activities available always by some body of water – be that a resort pool, a spa or a local beach.

All of our newest Palm Lake Resort locations are built for summer lovin'. They either feature the world-class facilities that summer stands for, or they are located right where summer is best enjoyed. Let us take you on a summer holiday road trip through some of our best summer holiday resort locations...

Pictured, the Pavilion Recreational and Wellness Centre pool at Palm Lake Resort Cooroy-Noosa.

>> Continued on Page 6

CALOUNDRA CAY

WE'VE JUST CELEBRATED OUR FIRST BIRTHDAY AT CALOUNDRA CAY BUT THIS 'BABY' IN THE PALM LAKE GROUP IS HITTING ITS DEVELOPMENTAL MILESTONES WELL IN ADVANCE!

IF THE SUMMER holidays have you daydreaming about lounging in the sun by the pool, swimming up to a resort-style pool bar, relaxing in a spa or sauna, or even making your way off on a luxury holiday to the Caribbean, don't rush and pack your suitcase just yet. For residents of Palm Lake Resort Caloundra Cay, all those things are what everyday life is like. Yes, even the Caribbean part! Styled to emulate the grand experience of a Caribbean resort, Caloundra Cay homes and the impressive multi-million-dollar Hemingway's Country Club offer modern interpretations of traditional Key West colonial architecture. This style is perfectly suited to tropical climates - there's coastal simplicity in the sleek architectural lines, dark wood features contrast against light rattan and, in summer, coolness comes from the lush green tropical landscaping. That, and the sparkling resort pools!

Caloundra Cay recently celebrated its first birthday and this Christmas will be the first celebrated in Hemingway's Country Club so it's sure to be a picturesque scene. Our residents' friends and family love visiting our location to spend time with their special people - and we are sure this summer festive season will be no exception. Palm Lake Resorts are geared for residents' family members - right down to the littlest ones. Here at Caloundra Cay, those visiting grandies will no doubt love a summer dip in our pools, a family game of tenpin bowling or a hit and a giggle on the tennis court. And, of course, there's all the summer fun of the Sunshine Coast just beyond our resort gates.

Dicky Beach, Moffatt Beach, Shelly Beach, Kings Beach, Caloundra central and Golden Beach are each around 10 minutes' drive from our resort. They offer every imaginable summer holiday activity - the white sand, gentle surf and salt air combine to provide an intoxicating summer ambience with so many family-friendly options. Rock pools beg to be explored, while icecreams are best consumed under the shade of a beachside palm tree. There are numerous options for getting wet around Caloundra, from still-water lagoons and beachside kiddie water features, to patrolled beaches and those famous pumping surf breaks.

If all this talk of tropical living has you longing for a summer seachange, Caloundra Cay is celebrating the season with the highly anticipated release of 12 of our Stage 5 homes. There are also a select number of move-in ready homes that could have you celebrating the festive season in your own

Caribbean paradise, where every day is a summer holiday! Talk to one of our Sales Centre team members if you'd like us to help make your summer holiday dreams come true. For more, freecall 1800 556 677. This resort address is distinctive, memorable and exclusive. Caloundra Cay is our grandest vision yet.

www.caloundracay.com.au

RESORT NEWS

- The lifts have arrived! As this magazine goes to print, the first of our lifts have been installed into our luxury two-storey Antigua and Florencia design homes that are under construction. These lifts certainly add the 'wow' factor!
- Come and explore our brand new Sales Centre. The interactive display will show you all of the resort's stages and home designs, as well as their availability.
- The new Sales Centre includes two shopfronts and we have just secured a hairdresser to go into one of these sites. Sarah, who owns The Avenue Hair Studio, is eagerly awaiting the unveiling of the new salon which will have its grand opening in January 2020.
- Ask us how you can score 10 free rounds of golf at Pelican Waters Golf Club.



TOP 5 (OTHER) REASONS TO VISIT US THIS SUMMER

- 1 Pack a picnic and settle in on the grass overlooking Moffatt Beach. While the surfers and beachcombers provide daytime people-watching entertainment, stay until sunset to witness the real spectacle.
- 2 One of the best fishing spots on the Sunshine Coast, anglers flock to the purpose-built Caloundra Boardwalk all year 'round. Nothing beats the feeling of reeling in a bream while soaking up the summer sun.
- 3 Held at Currimundi State School and taking place every Sunday (7am-noon), a stroll through the Caloundra Country Markets is the perfect way to see - and taste - the best this region has to offer.
- 4 Immerse yourself in the energy of the Caloundra Street Fair (Sundays, 8am-1pm), where 100 hand-selected stallholders congregate to sell everything from fashion to food.
- 5 Set off on the Caloundra Coastal Walk, soaking up the beauty of the coastline as you go. While the walk is 25km in its entirety, it's easy to tackle one section at a time.

BEACHMERE BAY

NOTHING EXPRESSES “SUMMER HOLIDAY EVERYDAY” MORE THAN A CONVENIENT SEASIDE LOCATION, ELEGANT COASTAL HAMPTONS STYLING AND RESIDENTS’ VERY OWN BEACH HOUSE. BEACHMERE BAY IS NAILING THE SUMMER HOLIDAYS VIBE.

THERE’S A PATCH of sunny Queensland coastline, not too far north of Brisbane, bringing the understated elegance and summer holiday ambience of the Hamptons to the homeowners of this coveted community lifestyle resort. The township of Beachmere is located at the northern end of beautiful Moreton Bay. Palm Lake Resort Beachmere Bay is not only a stone’s throw from local shops and conveniences (with easy access to public transport and proximity to the Caboolture Hospital) it is situated right across the road from the beach. Residents love nothing more than taking their dogs for daily beach walks and casting a line in. To enhance the ‘summer holiday everyday’ ambience of this beachside resort, kayaks and paddleboards have been purchased and will be made available for residents’ use as of this summer.

Not unlike the seaside resort homes of Long Island, Beachmere Bay homes are architectural in design, exude Hamptons-inspired luxury fittings and finishes, and the resort itself is a secure bayside haven for likeminded over 50s. And what would a Hamptons-styled resort be without activities to match? On any given day, you’ll find Beachmere Bay homeowners engrossed in a game of croquet, pickleball, tennis or golf, or sweating it out in the Porsche-inspired Milon gymnasium. They love joining in one of the dozens of weekly organised activities or catching up with likeminded neighbours from one of the resort’s various social and hobbyist groups. Otherwise, this summer, they’ll simply be relaxing with a Happy Hour mojito at their elbow, enjoying the gentle bay breezes at the resort’s multi-million-dollar Hamptons Country Club. It’s a place where the lunches are long and lingering, laughs echo out from the tenpin bowling alley, the smell of buttered popcorn wafts from the luxury cinema and there’s always happy chatter around the tropical resort pools.

“I am still saying to my husband every day, ‘pinch me’ – I must be dreaming to have all of this and be living in a five-star resort. We are on holidays every day!” says new resident, Glenda.

And what screams “summer holiday everyday” more than a seaside holiday abode? Beachmere Bay residents

are lucky to enjoy their very own Beach House across the road from the resort (pictured right, with direct water access) that can be booked and utilised for family gatherings, social celebrations and more. Palm Lake Resort Beachmere Bay offers an ever-changing array of Hamptons-styled display homes to inspire visitors to the idyllic, summer-holiday-everyday lifestyle they could enjoy here. To find out more, freecall our Sales Centre on 1800 338 382 or head online.

www.beachmerebay.com.au

RESORT NEWS

- Keep an eye out for the brand new kayaks and paddleboards that we are adding to the Beach House this summer for residents’ use.
- Our Inter-resort Games series continues, pitting the competitive spirits of Beachmere Bay residents against our ‘cousins’ at Caloundra Cay. Three separate games days have been played so far with Caloundra winning two and the third games day a draw.
- Palm Lake Care Beachmere is coming to life before our eyes. Check out the update on Page 32.



TOP 5 (OTHER) REASONS TO VISIT US THIS SUMMER

- 1 Get out on the water and explore Beachmere’s surrounding bay area in style – Italian style, in fact. Hop aboard a Bribie Island Gondola for an unforgettable day out.
- 2 Just a hop, skip and a jump across Moreton Bay, Tangalooma offers everything from dolphin feeding to snorkelling shipwrecks. Go for a day trip or stay the night – the choice is yours.
- 3 Make the most of Beachmere’s proximity to Brisbane and time your trip to coincide with the Brisbane International, when dozens of the world’s best tennis stars will descend on the city from January 6-12.
- 4 Head off to the markets on a Thursday (from 2.30pm at Beachmere Hall) and sample the fresh produce and natural products the Twilight Markets have to offer.
- 5 And after all that is done, nothing beats sitting on the beach, indulging in fish and chips from your local and watching the sun set over beautiful Moreton Bay.

COOROY-NOOSA

PALM LAKE RESORT COOROY-NOOSA IS QUITE THE UNIQUE LOCATION AMONG THE PALM LAKE GROUP OF RESORTS. IT'S THE PERFECT COMBINATION OF TREE-CHANGE MEETS SEA-CHANGE FOR OVER-50S WHO WANT THE BEST OF BOTH WORLDS.

AS THE NAME SUGGESTS, Palm Lake Resort Cooroy-Noosa enjoys the benefits of its physical Sunshine Coast hinterland location in small-town Cooroy while also being a stone's throw from the Best Australian Seachange Town of Noosa, as voted by The New Daily's panel of industry experts. When you think of the ultimate 'summer holiday everyday' location it's got to have access to the water. For starters, Palm Lake Resort Cooroy-Noosa has Lake Macdonald right on its doorstep. Only minutes' drive from our resort, Lake Macdonald is home to a wide range of wildlife. It is the place to catch (and release) Bass, Saratoga, Perch or even an iconic Mary River Cod. People also use the lake for birdwatching, bushwalking and canoeing - all paddle craft, sail craft and electric-powered watercraft are welcome here, with three launch points located around the lake. The lake is bordered by Noosa's Botanic Gardens which is also brimming with native species and provides a delightful spot for picnics. And then, Palm Lake Resort Cooroy-Noosa also has the benefit of being located nearby the iconic seaside town of Noosa. It's one of Queensland's favourite beachside locations where pristine natural environments meet a trendy retail boutique and foodie scene.

While its location is perfect, this Palm Lake Resort itself offers loads of summer fun. Our tropical resort pools are magnets for residents and their visiting families. Our fun-lovin' community likes nothing more than to linger late into the evening with a relaxing drink after a game of twilight lawn bowls. And our tenpin bowling alley, Milon gymnasium and the greater Pavilion Recreational and Wellness Centre are all filled to the brim with active and healthy residents making the most of the long summer days. In fact, it's the shiny happy people who live here that make the Cooroy-Noosa population feel like they're living a holiday every day. Everyone's happy, fit and healthy, and also completely engaged in community life.

"I like the variety of the facilities and especially the pools. I enjoy activities including yoga, swimming, aqua aerobics, art, bowls and tennis," says resident, Evelyn. "Palm Lake Resort Cooroy-Noosa has attracted a lot of beautiful people."

When considering your next move, the Sunshine Coast has got to be high on your list – and when it comes to Palm Lake

Resort Cooroy-Noosa, you couldn't ask for a more sunny 'summer holiday everyday' location. If a tree-change-meets-sea-change suits, contact our Sales Centre to organise your tour this summer. Freecall 1800 885 851 or visit us online.

www.palmlakeresort.com.au

RESORT NEWS

- Recently unveiled and available for your inspection this summer are our gorgeous new Talanga B, Manaboa B, Alexandra and Surfside design display homes. Be inspired!
- Keep your eyes peeled for the exciting new Recreation Room opening early in 2020. A separate stand-alone facility adjacent to the undercover lawn bowls green, it will house table tennis, tai chi, yoga, band practice and exercise classes, among other things. We are also introducing pickleball and installing a croquet green in 2020. And residents will also, no doubt, be enjoying prawns on the barbie this summer in our new undercover barbecue area.
- Our residents' wellbeing is paramount. Join us this summer for our January Health Forum. See Page 15.
- What a brilliant series our 'Festival of Fun' has been! If you enjoyed a Festival of Fun event with us in spring, make sure you are on our database to be invited to future events.



TOP 5 (OTHER) REASONS TO VISIT US THIS SUMMER

- 1 Shop up a storm then get your fill at the many boutiques, bars and restaurants along Noosa's most well-known destination, Hastings Street.
- 2 Hop aboard Deep Sea Fishing Co. Noosa's "Catch 22" vessel for a fishing trip like no other. The experienced crew have one goal in mind: to give you an unforgettable deep-sea fishing experience.
- 3 Explore beyond the city limits, hand-feeding wild dolphins and exploring the untouched Noosa everglades, by spending the day with Beyond Noosa Tours. There's no better way to discover the hidden gems the region has to offer.
- 4 Lesser known than the Glasshouse Mountains and Mount Coolum, but equally (if not more) breathtaking, Mount Cooroy can be seen from far and wide – but it's best experienced up close.
- 5 Whether you enjoy getting out on the waves yourself or prefer to watch from the shoreline, the Noosa Festival of Surfing shouldn't be missed. From late February to early March, it takes over the region with competitions and celebrations.

BARGARA

BEING ON ALMOST THE EXACT SAME LATITUDE, BARGARA BOASTS A CLIMATE NOT UNLIKE HAWAII. TALK ABOUT A SUMMER HOLIDAY EVERY DAY!

PALM LAKE RESORT Bargara has been such a popular coastal location for the Palm Lake Group (based mainly on the fact that residents enjoy a summer-holiday-everyday lifestyle!), we recently announced an exciting new extension of this resort's footprint. Palm Lake Group listened to all the positive feedback and we were able to secure a parcel of land directly adjacent to the existing resort to increase the size of our current community lifestyle offering. The extension fronts Rifle Range Road and will house more than 100 new homes including our highly sought-after RV designs. There will also be a large activities and recreation centre added in this development, for the use of all residents. The Group is already working with current residents to finalise their preferred inclusions for this facility which may include, among other things, a tenpin bowling alley, pool, bar, outdoor fire pit and more.

The Palm Lake Resort Bargara resident community boasts a significant proportion of adventure seekers. Many residents seek out this tropical resort as a launching pad for travels on the open road in their RVs where, like many 'grey nomads' before them, they constantly chase the sunshine and holiday vibes. The community here really appreciates the facilities on offer to support their adventuring lifestyle – things like RV homes with over-sized garages to house their motorhomes and caravans etc, dedicated secure caravan storage for all homeowners and an RV wash down bay. And, of course, our residents enjoy peace of mind when they are away on holidays, knowing that their home and all their most important possessions are safe in this secure gated resort. The Palm Lake Resort Bargara RV Roamers travel enthusiast group is made up of the owners of around 60 RVs and they can be found travelling together, or meeting each other on the road, at most times of the year. But when the weather is as good as it here in Bargara during summer, there's little need to travel far!

Construction of Palm Lake Resort Bargara homes in the new extension will begin later in 2020. For those interested in this development, Palm Lake Resort's 'Priority Purchase Offer' exists. If you purchase a home in the existing Palm Lake Resort Bargara with a view to buying an RV home in the new stage, you will enjoy significant benefits including

exclusive access to the wait list, a genuine 5 per cent discount, no commission upon the sale of your Palm Lake Resort Bargara home and we will also handle all the move logistics. At our cost, we will relocate you to your brand new Palm Lake Resort Bargara RV home (you don't even need to put down your margarita!). T&Cs apply. The Priority Purchase Offer is explained best by team members at our Sales Centre. Freecall 1800 501 119.

www.palmlakeresort.com.au

RESORT NEWS

- Our new 'Tap & Book' digital meal booking system makes enjoying your weekly Country Club meals a breeze. Palm Lake Resort Bargara residents receive one free meal, per home, per week.
- Our Oasis Bar & Lounge is the place to enjoy special social events organised by the residents. Most months there will be a major musical entertainment event with visiting food trucks that draw a big crowd. The Bar is open in the afternoons on Wednesdays, Fridays, Saturdays and Sundays.



TOP 5 (OTHER) REASONS TO VISIT US THIS SUMMER

- 1 There's nothing quite like witnessing turtle hatchings, and there's no place quite like Mon Repos to see it happen. During summer, witness the entire hatching process with Mon Repos turtle encounter tours.
- 2 Take in the coastline from the back of a bike as you roll along one of Bargara's many coastal bike paths.
- 3 Whether it's reef, offshore, beach, river or estuary fishing you prefer, you'll find a place to wet your line at Bargara – you may even catch dinner!
- 4 Pack a picnic and venture inland to the Bundaberg Hummock for panoramic views right out to the bay. A lovely way to spend a sunny afternoon.
- 5 Dive headfirst into the surrounding ocean with a scuba diving or snorkelling tour of the local sea life. Bargara is perfectly positioned at the southernmost tip of the Great Barrier Reef.

SEACHANGE BLISS

"Walking on the beach each day is absolute soul food."
- Mike and Ann Owner,
Palm Lake Resort
Beachmere Sands

WHAT THEY SAY

WE KNOW JUST HOW GREAT OUR LUXURY HOMES ARE. AND HOW WELL-RECEIVED OUR WORLD-CLASS FACILITIES ARE. AND, WE EVEN KNOW HOW ENGAGING OUR ACTIVITIES AND EVENTS ARE - BUT DON'T LET US TELL YOU ALL THAT. LET US LET THE PEOPLE WHO REALLY KNOW TELL YOU...

JOHN & MARCIA CALOUNDRA CAY

We had lived in Palm Lake Resort Fern Bay in Newcastle for the past three years. We love the whole concept of lifestyle living. We came up to Caloundra for a holiday in early March, had a look at Caloundra Cay and were impressed with the quality of the resort, the homes and the amenities so we put down a holding deposit. We came back for the opening of the Hemingway's Country Club in May and made the final decision and here we are! It was great to be able to choose our own colour scheme and personalise our new home. Naturally, we have been to Happy Hour on Friday evenings and meeting many of our fellow residents. We already play bowls and participated in the recent Inter-resort Games with Beachmere Bay. We have started yoga, tai chi, water aerobics, Pilates, tenpin bowling and cards are next. John's got his eye on the golf simulator, chip and putt and the pool. Caloundra Cay is everything we had imagined and hoped for. Family (from Sydney) have already booked their air fares for Christmas!



DES, DENICE & KELLY BEACHMERE BAY

We were living on small acreage at Narangba when we decided the upkeep of the grounds, gardens etc. was becoming a little bit too much for us, so we decided to start looking around at over-50s places. We wanted a place that was fully self contained, with good communal amenities. More importantly though, we wanted a place where our eight-year-old Kelpie (Kelly) would be allowed. A lot of other places we looked at only allowed very small dogs. I told my wife, Denice, that if Kelly couldn't go, we didn't go! We also were seeking somewhere with no entry or exit fees. We had previously lived on Bribie Island for a number of years and I was still a member of Bribie Island Woodcrafters, so we decided to have a look at what was on offer at Beachmere Bay. We settled on the Brookhaven design, moved in early September and couldn't be happier! We are still meeting friendly new faces every day and Kelly the Kelpie is one happy old dog!



NEWS in BRIEF

OUR COMPANY SUPPORTS FAMILIES IN 35 RESIDENTIAL COMMUNITIES ACROSS AUSTRALIA'S EAST COAST. IN FACT, 11,000 PEOPLE CALL PALM LAKE GROUP HOME SO THERE'S ALWAYS LOADS GOING ON...

GET HEALTHY!

Proving that our residents' health and wellbeing comes first, Palm Lake Resort Cooroy-Noosa is hosting a brand new series of "January Health Forum" events. Residents and visitors alike will learn from a visiting nutritionist as well as enjoy interesting demonstrations in the Milon gym, on the pickleball court and even on the dance floor (did you know how much of a workout boot scootin' can be?!). The ever-popular 'Tai chi with chai tea' events will also be added to the forum. To find out what events are on when, and get yourself on the invitation list, freecall 1800 885 851.



TOOWOOMBA IS CALLING

Have you been out to Palm Lake Resort Toowoomba lately? If not, here's a great reason to hit the range – we've got four brand new display homes! They've only just been styled and set up and there's even a sales promotion to match. To find out more, freecall 1800 280 129.

PS. Here's a hot tip – make sure you keep an eye out for Toowoomba's 'In the Mood' event coming up on February 8 and tick all these boxes with the one great visit.

NEW SALES CENTRES IMPRESS

The Beachmere Bay Sales Centre has just had a major makeover and our team is enjoying being back in their stylish new premises. You can find the centre on the corner of Bishop Road and Randolph Street, opposite the Palm Lake Care construction site. Our Caloundra Cay sales team is also in new digs. The finishing touches have just gone on their Sales Centre, which is also home to an additional two shopfronts (including a new hairdressing salon!).

LIGHTS, CAMERA, ACTION!

Well, maybe leave the cameras at home! Long and warm summer afternoons provide the perfect conditions for a game of twilight lawn bowls and all our newest resort locations are playing along. If there's one sport that bonds our residents in their respective communities it's definitely lawn bowls. Have you had a roll lately?



UP THEY GO, AT CALOUNDRA CAY

As this magazine went to press, we witnessed the exciting installation of the first lifts into our next collection of luxury two-storey Caribbean-style homes. The Antigua and Florencia designs have proven very popular in previous stages and with the added convenience and luxury of your very own internal lift, we know they'll be snapped up quick! Check out the floorplans online at www.caloundracay.com.au/home-designs

AROUND THE GROUNDS

ONE OF THE BIGGEST BENEFITS OF COMMUNITY LIFESTYLE RESORT LIVING AT PALM LAKE RESORT IS THE SOCIAL NATURE OF EACH OF OUR LOCATIONS. WHILE YOU CAN JOIN IN AS MUCH OR AS LITTLE AS YOU LIKE, THERE ARE DEFINITELY PLENTY OF OPPORTUNITIES FOR FUN!

CUP FEVER RUNNETH OVER

Pictured this page: Caloundra Cay's Melbourne Cup event was quite the fashionable spectacle with dapper men, great frocks and fascinators galore. Among all the gourmet delights, bubbles and laughs, guests also enjoyed resort tours. Oh, and there was a little horse race at 2pm as well!



NEIGHBOURS COMPETE

Pictured this page: Our new Inter-resort Games series, pitching the competitive spirits of Beachmere Bay residents against their Caloundra Cay counterparts, has been such a winner! While bowls, card games and simulator golf comps, for example, have pitted resort against resort in day-long carnivals, the real winners are all the residents who take part. For the record though, Caloundra Cay has won two event days and a third event day was a draw.



WHAT'S COOKING?

It's officially party season – that time of the year when calendars bulge with parties and festive get togethers. Lucky for you, Palm Lake Resort designs kitchens and living areas perfect for times like this...

They say kitchens are the heart of the home, and this is never more fitting than when you are entertaining guests at your place. Inviting friends and loved ones into your home to spend quality time together is as therapeutic as it is fun! And when it comes to eating, drinking and generally being merry, Palm Lake Resort's newest kitchens are filled with the kinds of features that support the experienced entertainer:

- Stone benchtops add luxury to your kitchen as well as being durable - stone is resistant to stains and scratches. Clean up after your party is as easy as using a damp cloth.
- SMEG is the chosen brand for Palm Lake Resort kitchens because it offers premium quality domestic appliances that combine technology with Italian style. The perfect combo for when guests are over and you're cooking up a (stylish) storm.
- 2 pac cabinetry can be found in all Palm Lake Resort kitchens and, like our stone benchtops, is the preferred choice for its durability and ease of cleaning.
- Wide fridge cavities ensure you can install the entertainer's fridge of your dreams. Many of our fridge cavities are plumbed with water to support modern entertainer fridges – you'll never be without ice and there's no chance of warm drinks here.
- Open-plan home designs ensure conversations flow easily around your kitchen benches, and from the kitchen into the living areas and beyond.

COOK'S DELIGHT

Pictured, Toowoomba's popular Montalto design offers an open-plan entertainer's kitchen with study nook.



BUT WAIT, THERE'S MORE!

Depending on your preferred resort location, our kitchens also offer:

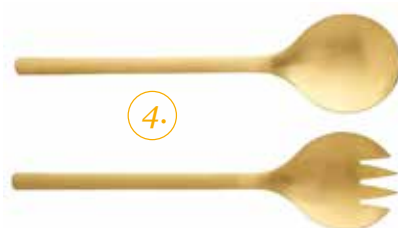
- Glass or tiled splashbacks
- High quality tapware
- Undermount sinks
- Instant hot/cold Billi tap

** Inclusions vary. Check your Sales Centre for details.*



SERVE with STYLE

POLISH THE SILVERWARE AND PULL OUT THE GOOD CHINA – YOU'RE HAVING COMPANY, AND NOT JUST ANY SERVEWARE WILL DO! ADD A TOUCH OF FESTIVE FEVER TO YOUR ENTERTAINING AREA WITH THESE SELECTIONS.



STOCKISTS 1. Royal Design Eva solo martini glass, \$46, www.royaldesign.com 2. Home Republic Eli four marble coasters set, \$34.99, www.adairs.com.au 3. Ecology Canopy serving platter, \$44.95, www.templeandwebster.com.au 4. Maxwell & Williams Elemental salad servers in gold (also available in bronze and black), \$33, www.mightyape.com.au 5. Audenza gold and glass cocktail shaker, \$45, www.audenza.com 6. Amara round pink marble serving board (also available in white), \$61, www.amara.com 7. Norm Architects Menu bottle grinders in nudes (available in various colours), \$108, www.royaldesign.com 8. Temple & Webster Calder antique bar trolley, \$399, www.templeandwebster.com.au

COOKING UP A STORM

HE'S TRAINED UNDER MASTERS OF CLASSIC FRENCH COOKING, WORKED IN MICHELIN-STAR RESTAURANTS AND EVEN MADE A NAME FOR HIMSELF HERE IN AUSTRALIA. FROM HOLLAND TO PALM LAKE RESORT CALOUNDRA CAY, CHEF ERIK VAN ALPHEN IS PUTTING FRENCH FLAIR ON THE MENU.

BOASTING ARCHITECTURAL homes and a class-leading country club – complete with a swim-up pool bar, eight rink undercover bowling green and a virtual golf simulator – it seems Palm Lake Resort Caloundra Cay can officially tick another luxurious inclusion off its list: a Michelin-star menu. At least, it can on Thursdays when Pelican Waters Golf Club resident chef Erik van Alphen takes over the kitchen.

Born in Holland and trained in France, Erik's culinary career spans decades. He has trained under the masters of classic French cooking in some of the world's food capitals, and even owned a handful of restaurants himself.

"I spent the early years of my career in France, training under masters like Paul Bocuse in Lyon and Madame Fonfon in Marseille," Erik explains. "I had a longing to see the world and understand how other countries were doing things, so I made my way to Australia via Asia before returning to Europe to open my own restaurants."

His ventures attracted noteworthy customers – Princess Di was a regular at his London restaurant – but Erik still found himself drawn to the sunny Australian lifestyle. He and his wife moved to Sydney, then to the Redlands south of Brisbane where they were instrumental in getting famed Mount Cotton winery, Sirromet, off the ground. But, after a fateful trip north, Erik discovered the place he wanted to settle. He's been living on the Sunshine Coast ever since. It was here Erik set up his next restaurant, The French Room, which was hugely successful despite its somewhat isolated Woombye location.

"It only seated 40, but it was well-known by people beyond the Sunshine Coast," Erik says. "We would sometimes have bouillabaisse nights, where people would sit at big long tables and eat and drink while I taught them what authentic bouillabaisse was – I passed on everything I had learned from the master, Madame Fonfon, in Marseille."

For the past year, Erik has been cooking at Pelican Waters Golf Club and, more recently, has occupied the kitchen at

Palm Lake Resort Caloundra Cay on Thursdays. Preferring to work with fresh produce and seasonal ingredients, Erik is a firm believer in using what's available to you. Give him anything in season and he will make a meal out of it.

"The French kitchen is all about balance," says Erik. "I like to use what is good for the human body, the chemistry. Food is more than what you put in your mouth – you have to think about it."



DID YOU KNOW: Many Palm Lake Resorts offer one free meal, per home, per week at their Country Clubs. As all our locations are different, please confirm this delicious inclusion at your preferred resort location.

CHEERS to SUMMER

AT THIS TIME OF THE YEAR, NOTHING SAYS CELEBRATION LIKE A SUMMER COCKTAIL, MOCKTAIL OR ICY BEVERAGE. TRY ONE OF THESE RECIPES AT YOUR NEXT SUMMER SOIREE.



FRUITY SANGRIA

In a large glass pitcher, pour one bottle of white or red wine over ice. Then add four tablespoons of white sugar, 60ml of brandy and two cups of ginger ale. Stir. Add sliced oranges, lemons and limes and muddle slightly with your stirrer. Garnish with a wedge of your choice of fruit and serve your jug with a ladle.



GRAPEFRUIT SPLASH

In a cocktail shaker, add one shot of vodka, two shots grapefruit juice, a splash of cranberry juice and a squeeze of lime. Toss in a handful of ice and lightly shake until combined. Fill glasses with a handful of ice cubes, then pour in your cocktail. Garnish each glass with a slice of lime or grapefruit and serve.



GINGER LIME FIZZ

Combine roughly one shot of spiced rum, 350ml ginger beer and 120ml soda water in a large glass pitcher. Squeeze in one lime, add ice and mix. Garnish with freshly sliced lime wedges and pour into individual glasses to serve. Not drinking? Simply take out the spiced rum for a refreshing, gingery summer beverage.



FROZEN PEACH BELLINI

Freeze two ripe, sliced peaches for one hour. Remove from freezer and blend with one cup of sparkling apple juice, two teaspoons of sugar syrup and juice of half a lime. Top with a splash of sparkling apple juice and garnish with peach wedges. To make it alcoholic, blend with Prosecco (to taste).



LIME MOJITO MIXER

To make one mojito, add one shot of white rum to a cocktail shaker. Mix eight fresh mint leaves, juice of one lime and 30ml of agave in a glass, then pour mixture into the same cocktail shaker. Add ice, 30ml of blood orange puree and shake. Top with soda water to serve.



HONEY BERRY KOMBUCHA BLEND

Over medium heat, combine one cup of fresh blueberries and two tablespoons of honey in a saucepan for 4-5 minutes (until berries are bursting). Add to a jug, top with your choice of vodka or gin, one cup of fresh raspberries and half a cup of berry kombucha. When serving, top each glass with kombucha and ginger beer. Garnish with fresh basil/mint and extra berries.

charity BEGINS AT HOME

WHEN IT COMES TO CHARITY, YOU GET AS MUCH AS YOU GIVE – BEING CHARITABLE WITH YOUR TIME, MONEY AND ENERGY CAN BENEFIT YOU JUST AS MUCH AS THE PERSON YOU'RE HELPING OUT. AND THE PALM LAKE GROUP SEEMS TO BE A MAGNET FOR THE MOST SELF-LESS, CHARITABLE NEIGHBOURS. MAYBE IT'S SOMETHING YOU COULD CONSIDER MAKING A NEW YEAR'S RESOLUTION ABOUT?

THERE ARE MANY reasons to be charitable. Maybe you've seen someone in your local community who needs some extra support, or there's a cause or social issue that's close to your heart. But did you know that acting charitably can benefit you psychologically as well?

Studies have found that making charitable contributions – whether that's donating money, resources or simply your time – activates the 'reward centre' in your brain, stimulating a surge of dopamine and endorphins. Research also tells us that people who give more to others experience greater satisfaction in life than those who don't, and communities of people who give often demonstrate greater satisfaction than people in less-generous communities. What's more, people who volunteer demonstrate better resilience during physical activity and lower blood pressure levels, as well as boasting lower stress levels.

If you'd like to be more giving this New Year but are unsure where to start, try being charitable with your:

MONEY

Giving money may be the easiest way to be charitable, but there is certainly still plenty of room to get creative with it. Why not set up a local fundraiser for a cause you're passionate about? Movements like Australia's Biggest Morning Tea and Movember are two popular examples, but you could also hold a bake sale, bowl-a-thon or charity sports event to raise funds. The sky is the limit when it comes to fun ways to raise money.

HANDS

If you're skilled at art, craft, baking, woodwork or just about anything else (as so many of our Palm Lake Resort residents are) why not turn that skill into a charitable donation? You could create much-needed objects for your

local charity, like blankets or wooden benches or tables, or make a piece of artwork or some baked treats to brighten up a hospital or medical centre. Chat to your fellow community members to find out who needs what, then get busy creating.

TIME

Sometimes, the best gift you can give is your company. Whether it's reading to children at your community library, volunteering at a local charity drive or offering to help a family in need, you don't always need to give material goods or financially to make a difference.

Palm Lake Resort residents are among some of the most giving around. We always hear stories about the special (and sometimes crazy!) ways they support their chosen charities. Here are some recent stories about our most charitable Palm Lake Resort residents...



FOR THE KIDS

Charities Aid Foundation reports that in 2019, supporting children was the most popular cause for Aussies' charitable donations.

OUR CHARITY HEROES

IAN BATES, PALM LAKE RESORT COOROY-NOOSA

It may have an unconventional name, but the Australian Cancer Council's "Shitbox Rally" raised a very respectable sum for cancer research recently – with thanks, in part, to an equally as respectable Palm Lake Resort Cooroy-Noosa resident. Ian and his son David were compelled to take part in the event as the cause is very close to their hearts. In proof that things happen in threes, when David was just 49, he was diagnosed with colon cancer. Ian's wife Lorraine (David's mother and fellow Cooroy-Noosa resident) was next to be diagnosed with cancer – hers in her breast. Then came Ian's own cancer diagnosis – prostate cancer that has metastasised into his spine. David and Lorraine are both now in the clear, while Ian's treatment is ongoing – but it wasn't going to stop him from making this epic trip. "At one point (in the rally), we tore off the exhaust, had two flat tyres and a hole in the fuel tank," Ian recalls. "We just threw the exhaust in the boot and kept going." All up, the rally raised a staggering \$2.3 million for charity.

DOT HEARD, PALM LAKE RESORT WILLOW LODGE

Dot is dab hand at craft and, so, puts those talented hands to work each year, knitting gorgeous small children's toys and embroidering hand towels to sell to raise money for cancer research. Dot has also initiated a five-cent-piece drive at her Palm Lake Resort, collecting everyone's unwanted little silver coins to add to her annual donation total. As this magazine went to press, Dot's fundraising total for 2019 was in excess of \$1600. She's proof that every little bit helps!

HEATHER MURRAY, PALM LAKE RESORT UPPER COOMERA

Heather is a long-time community volunteer who was one of two Palm Lake Resort residents recently named finalists in Westfield's 'Local Heroes' competition. Heather has volunteered with St Vincent de Paul Society for 31 years. As President of the St Mary's conference, she is on the phone every day working with the help-line volunteers. Heather and her team work at a grassroots level to assist the needy with food, clothing and shelter.

JO CHAPMAN, PALM LAKE RESORT UPPER COOMERA

Jo also made it to the finals of Westfield's 'Local Heroes' competition. Jo volunteers with Nightlight Outreach, a charity that provides food, clothing and other essentials to those in need. Despite her own health problems, Jo says she finds pleasure and a sense of purpose and worth helping the disadvantaged. Jo's work is supported by fellow residents of Palm Lake Resort Upper Coomera and has also given them a purpose. Jo was key in coordinating the recent donation of 168 ten-litre bottles of water for families in the Stanthorpe area who are struggling with the drought. Palm Lake Resort Upper Coomera residents donated generously to their local MP's collection, and are still donating now. This is what community is about – getting together and helping those in need.



GET ZEN

Yoga and tai chi classes are offered free at many of our Palm Lake Resort locations.

NEVER UNDERESTIMATE THE POWER OF RELAXATION; IT CAN LOWER THE RISK OF DEPRESSION, ANXIETY AND HEART-RELATED PROBLEMS, BOOST OUR IMMUNITY AND IMPROVE OUR MOOD, BRAIN FUNCTION AND MEMORY. BUT WHAT'S THE BEST WAY TO RELAX?

YOGA

Yoga dates back thousands of years, but it only really gained popularity in the Western world around the 1980s. In layman's terms, yoga is a practice of body postures, meditation and breathing control, and there are a number of different varieties of the ancient discipline, all with different focuses, intensity and methods. Almost all of these varieties, however, focus on some core principles: breathing exercises and simple meditation, and most incorporate poses and stretches to flex and strengthen different muscles. The purported benefits of yoga include improved flexibility and muscle strength, better posture, the prevention of cartilage and joint breakdown, protection of the spine, improved bone health, increased blood flow and draining of lymph fluids, and even a boost in your immunity.

MEDITATION

Lauded as one of the best ways to reduce stress, control anxiety and find calm, meditation has grown increasingly popular as more and more people discover its incredible benefits. You don't require much to meditate – just a few spare minutes, a comfy, quiet spot and maybe, if self-meditation isn't your speed, a meditative audio track or podcast to listen to. Lovers of meditation claim it helps improve their self-image, gives them a more positive outlook on life, enhances self-awareness, lengthens their attention span and even reduces age-related memory loss. Physically, meditation can improve your sleep and help you control pain, while also decreasing your blood pressure. In short, there's no reason not to give it a try.

TAI CHI

A favourite for people young and old, tai chi is a weight-bearing exercise (that is, one done while on your feet, so you bear your own weight) and a form of Chinese martial art. Much like acupuncture and herbs, it is an important part of Chinese medicine – it is an holistic experience, increasing blood and energy flow through the gentle contraction and relaxation of the muscles, while promoting a state of meditation through deep breathing and concentration. With an emphasis on balance, tai chi works both sides of the body equally and, unlike other forms of exercise, is done very gently. It's relaxing and enjoyable, and will leave you feeling calm, energised and in complete balance by the end of your class.

new year resolutions GO FOR GOAL!

GOAL SETTING IS A HUGE PART OF OUR EARLY YEARS – IT'S ESSENTIAL FOR PURSUING OUR CHOSEN CAREER, GROWING OUR FINANCES AND CHASING OUR PASSIONS. BUT AS WE AGE, DO WE LOSE THE NEED TO SET GOALS? NATUROPATH, AUTHOR AND SPEAKER NICKY WISE BELIEVES THE OPPOSITE.

Do you remember the day the first human footprint was left on the moon? Most of us recall it vividly. What you may not recall is that the journey didn't go as planned. But, despite complications and inherent dangers, the crew achieved their goal. The elation and relief were palpable.

"That initial feeling of setting a goal is something I like to call the 'Launch of the Excitement Rocket'," Nicky explains. "Your goal will likely be a lot less risky than landing on the moon, but the chemistry your body produces is very similar. Knowing that you have set a plan towards a new frontier can be exciting and daunting and those feelings are incredibly beneficial for your psychological wellbeing – no matter your age."

Having something to look forward to can trigger a surge of dopamine (your reward hormone) and serotonin (the hormone that helps with sleep and relieves pain and bad moods). Many of us use food or alcohol to trigger these hormones but when we feel them in response to setting, projecting and reaching new goals, we feel successful, capable, confident and relaxed.

"When you are goal-oriented, you develop a more resilient emotional version of yourself," says Nicky. "But as we move into a slower, less demanding phase of our lives, not having a time-orientated deadline to work to can feel foreign and, for some, downright disorienting."

The benefits of setting goals in retirement are manifold: goals can bring a sense of purpose or connection, prevent regression into despondency, depression and disconnection and keep things interesting and engaging.

"Matching your goals to suit your stage of retirement is important," Nicky says. "If you are just entering your retirement and still in the working rhythm, you may need to set goals that will keep you busy with moderate time expectations. If you are older, your goals may focus on improving your health and wellbeing."

However, Nicky does recommend that everyone set goals that include a balance of jobs, to-dos and physical, emotional or mental wellbeing. And, if you are with a partner, consider setting both individual and couple goals to stay



accountable and give your relationship a new lease on life. Some examples could include reducing your blood pressure, increasing exercise, leaving for your dream trip by a certain date, learning a new instrument or trying a new hobby.

"Science tells us that our life satisfaction increases when you have a purpose," Nicky says. "Setting and achieving goals helps you find that purpose."

NICKY'S TOP 3 TIPS FOR GOAL SETTING

- 1 Set SMART goals: Specific, Measurable, Achievable, Realistic and Timely. Write them down and display them where you can see them.
- 2 Don't be discouraged if you don't achieve your goal on the first try, or your first attempt doesn't go to plan – you have time to reset and review, which is vital to goal-setting success.
- 3 Write a free form list of all the things you've always wanted to do, try, visit, experience, see, listen to, know about and explore – not a bucket list, but rather a 'lazy Susan' of what you can still do for the fun and pleasure of it. Use this as a master list to draw your specific goals from. Make sure to set a goal that involves learning something new or attempting something you've never tried before.

new year,
new you

TIME TO GET SPORTY

ACROSS THE PALM LAKE GROUP, WE OFTEN SEE EXAMPLES OF HOW RETIREMENT HAS ALLOWED OUR RESIDENTS THE TIME TO EXPLORE NEW HOBBIES. MANY HAVE EVEN (RE)DISCOVERED A SPORT AND FOUND FITNESS.

It's always at this time of the year that we think more about our health and wellbeing. It's probably to do with the fact that the energy of summer is all-consuming – long, warm days give us the inspiration to get up and go. Plus, it's that time of the year when last year's New Year's resolutions are put under the microscope and assessed, while brand new resolutions are made for 2020. It's a fact that a large percentage of us put health goals on our resolutions list because who doesn't want to feel and look fitter?!

Palm Lake Group supports our residents' desires to stay active and healthy. We invest heavily in building the kinds of world-class facilities that encourage active lives while being parallel social outlets.

MILON GYMS

Our commitment to world-class facilities is proven with our Milon gymsnasiums. As Milon's exclusive partner for over-50s communities in the Southern Hemisphere, Palm Lake Group has installed these Porsche-inspired electronic gymnasiums in our newest locations and we continue to roll them out. Residents have personalised Milon membership cards that they simply swipe at each station and the machines automatically reset to that user's specifications. It takes 17 minutes to complete a round of machines and residents are encouraged to complete three rounds, or workouts, per week. It couldn't be easier.

IN THE SWIM

Swimming is great for gentle exercise that's low-stress on your joints. And, Palm Lake Resort residents get to tick a few boxes while in our tropical resort-style pools – they can work out while staying cool this summer. Many of our locations also offer additional indoor pools for aqua aerobics classes and more. And, if you're one of the lucky ones to call Caloundra Cay home, maybe swimming up to the pool bar would constitute some form of 'gentle exercise' as well (as long as you do it enough times!).

GOLF

From chip and putt mini golf, to four-hole golf courses, to high-tech golf simulator rooms offering the world's best courses right in your own backyard – we've got all the golf options here at Palm Lake Resort. Chasing that little white ball around has never been more accessible. And, if you're in the vicinity of the Sunshine Coast, the Greg Norman-designed Pelican Waters Golf Course is also part of the Palm Lake Group portfolio of properties.

BOWLS AND BALLS

Eight rink, undercover, championship lawn bowls greens are a staple at all our newest resort locations. It's a fact – our residents LOVE their bowls! Whether played socially or competitively, bowls keeps our residents moving. And having fun! It's a sport that even brings likeminded residents together from across our different resort locations for Inter-resort Games days and competitions. And, this summer, many of our resorts offer twilight bowls under lights.

Tenpin bowling is the other bowling-type activity that is gathering momentum across Palm Lake Resorts. Our latest locations offer two-lane alleys and all the best equipment. While tenpin bowling is another way we keep our residents active, it's also a great activity for them to share with their visiting family members and friends.

RACQUET SPORTS

Palm Lake Resort Cooroy-Noosa resident Ron Schilds is an absolute fanatic when it comes to racket sports, having played representative badminton since he was a teenager in the UK. Nowadays though, with the time and freedom that retirement offers him, Ron plays badminton three days a week, pickleball three days a week, resort tennis on the odd Sunday, as well as competition table tennis among his fellow resident neighbours on Mondays and Wednesdays. Like we say, he's a fanatic.



Pictured, some of our residents playing pickleball at Caloundra Cay.

"I definitely believe in the importance of getting your heart rate up," Ron says. "I like to run but it can be boring as hell – so I like chasing things instead!"

Ron is leading the charge to bring pickleball to Palm Lake Resort Cooroy-Noosa and has organised a demonstration day at the resort in December. He explains the game as being akin to tennis, however you can fit four pickleball courts on one standard tennis court so it requires a lot less running around, which can better suit the over-50s demographic. Players use solid paddles and hollow plastic, holey balls. It's a game that originated in the United States in the 1970s and is now played worldwide. However, it's still new in the land Downunder, with the first Australian titles held in Sydney just last year. Brisbane-based, Jen Ramamurthy holds the current mixed doubles and women's doubles Australian national titles and she has visited Palm Lake Resort Caloundra Cay to play a demonstration game and give residents tips on how to master this new game. Pickleball is being newly played at Caloundra Cay

and Beachmere Bay with Cooroy-Noosa to jump onboard as well, if Ron has his way.

"Retirement has been the best thing that ever happened to me," he explains. "I spent 43 years working as a railway signal operator and I was very stressed at work. I now find great pleasure in life playing all the sport I can."

So, what will be your New Year's resolution this coming January 1? If it's to get active, fit and healthy, maybe you also need to put a move to Palm Lake Resort on your resolutions list as well?

HELPFUL HEALTH FORUMS

See Page 15 for details of Palm Lake Resort Cooroy-Noosa's upcoming "January Health Forum" series.

OUR PASSIONATE PEOPLE

ASK THE VAST MAJORITY OF PALM LAKE CARE'S STAFF AND THEY'LL TELL YOU THAT WORKING IN AGED CARE HAS REWARD WELL BEYOND JUST A PAYSHEET EVERY FORTNIGHT.

FOR THE RIGHT personality type, the role that aged care staff play in supporting our nation's older generation can be satisfying, gratifying and downright heart-warming most days, even in what can be the toughest of emotional environments. This country's aged care sector is being put through the Aged Care Royal Commission wringer right now. While our newsfeeds are filled with stories about questionable operators, this coverage revolves around only a small percentage of our vibrant industry. Palm Lake Care's aged caring communities are filled with happy, safe and well-loved residents who are cared for by equally as happy and loving staff. To right the current balance of news coverage of our aged caring industry, Palm Lake Care has, very deliberately, started its own series of stories highlighting some of our brightest stars – be they people we are honoured to care for, or, those people whose role it is to provide that care. Here's a selection of yarns that tell our staff members' stories but check out our website for more of the good news.

CALLEY AINSCOUGH
CLINICAL MANAGER, DECEPTION BAY

There's a certain something that's bloomin' great about Palm Lake Care Deception Bay's clinical manager Calley Ainscough. As a 14 year old, Calley started her life's path on a career in floristry. You would think that working amongst the colour and vibrancy of a myriad scented blooms on a daily basis would spark ultimate joy and give any employee that highly sought-after sense of job satisfaction. But for Calley, there was something missing. In her early 20s and still working in floristry, Calley put up her hand one day to help out a friend at a local aged care facility. It was through this stroke of chance that a significant spark was ignited in Calley – she realised that aged care was where she felt value and reward. That fateful day was the precursor to what would become a decades-long career in nursing and aged care – with many, many more years still to come. Calley worked as a carer initially then studied to earn her stripes as a Registered

Nurse. Since qualifying, she has spent time nursing in the community as well as public and private hospital systems. Through her nursing experience, this mum of three has been drawn to palliative care. It's a tough gig for most people but, like we said, there's something bloomin' great about Calley...

"It's an honour and a privilege to ensure someone passes with the dignity and respect they deserve," Calley explains. "But it's just as important for me to be keeping the families involved and educated on the process so nothing's a shock for them. In palliative care, we take the resident and their families on a very important journey."

As for her affinity for aged care, Calley's reasoning is clear: "Older people have given us so much in life – they've even fought for us, for our freedom." Nowadays, as Clinical Manager at Palm Lake Care Deception Bay, Calley oversees a team of up to 60 nurses and carers. There are meetings to attend and systems and protocols to continually improve but, for Calley, there is always time for the residents and their families. She ensures they are all kept happy and their choices are respected. There's the resident fisherman who loves nothing more than to ride his motorized scooter down to the water's edge so he can throw a line in each week. It was Calley's team who put together a plan for how to ensure this gentleman's requests (and utmost safety) were met. Then there is the Palm Lake Care resident choir and the ex-dancers in her dementia unit who love nothing more than listening and moving to music. It'll be Calley who you'll hear singing along and encouraging their participation – even though she readily admits she's "not good" on the vocals! Calley knows the importance of leading her team by example. And it's a stellar example she sets. When we asked this clinical manager what it takes to fulfil a role like hers, she took a moment to consider...

"You need compassion, patience and understanding," Calley says. "I initially chose Palm Lake Care based on its values statement and philosophy and, since I began here 10 months

ago, the company has proved to uphold these values in reality. I like the family-owned aspect of Palm Lake Care. It's a smaller organisation and our residents get a more personalised service. It's definitely not a cookie-cutter approach. I feel valued here and enjoy the work environment. What more could you want out of a job?"

FERN MARKWELL
LAUNDRY, BETHANIA

Have a think about how much laundry your average family produces in one week. There are shirts and shorts, socks and jocks, more underwear and even more outerwear. Then there are the pillowcases and sheets and blankets to consider. In most family homes, "laundry" can be a swear word. But not in Fern Markwell's laundry. It's Fern's job to manage the smooth running of the laundry at Palm Lake Care Bethania. Now let's take a minute to do some math. There are 150-odd residents who call this aged caring community home. That's 150 full sets of clothing each and every day, more bedding than you can poke a stick at, and even the odd random handkerchief – just to throw in that extra layer of complexity. Imagine collecting all that laundry from 150 separate suites, transporting it to the on-site commercial laundry facility, moving it through the complete laundering process – sorting, washing, drying, folding, ironing – before returning all those separate items back to their rightful owners – and all in the quickest time possible. It can add up to around 30 commercial-sized loads on any given day. It's a job that takes an expert in managing operational systems as well as an organised mind. And that mind belongs to Fern.

Fern has worked for the Palm Lake Group for nine years now and has held a variety of roles from cooking in the kitchens

and housekeeping, to personal caring. But it's the Palm Lake Care Bethania laundry that this self-professed "jack of all trades" says she "adores". Yes, you read correctly. Fern "adores" her job. It's not the normal word you'd expect from a person who, for the past three years, has been in charge of all that never-ending washing but hers is a role where Fern's innate capacity for organisation, time management and systems is challenged on a daily basis and rewarded.

"I've worked since I was 15 and I've never enjoyed a job as much as I have here at Palm Lake Care," Fern says. "I really enjoy the residents and it makes me feel great to be able to go over and above to impress them."

Fern relays stories about how protective her residents are of their clothing. Besides the furniture and precious trinkets they display in their suites, the residents' wardrobes are a big part of their identity. And these residents come from a generation where properly pressed clothing was non-negotiable. Fern has been asked to iron the wrinkles out of nighties before now – and she does it with enthusiasm because she knows how important it is for that particular resident to look and feel great – even in her nightwear. And she also knows how important it is for that resident's family to know that their beloved matriarch's requests and choices are being completely respected by the people entrusted to care for her.

"I enjoy my job because these residents are more like aunties and uncles to me," Fern says. And Palm Lake Care is grateful to have dedicated people like Fern in our 'family' – where even the seemingly mundane jobs are completed with skill, enthusiasm and a smile.

>> Continued on Page 32



>> Continued from Page 31

SAMANTHA LANE PERSONAL CARE ASSISTANT, BETHANIA

There is little doubt that it takes a special kind of human to be an effective Personal Care Assistant (PCA) in aged care. There are people built for desk jobs. And others primed for manual labour. And then there are those selfless humans whose job it is to simply make other more needy people feel love, warmth, comfort, security and happiness. Palm Lake Care is lucky to have many dedicated PCAs assisting our residents across our four locations. At Bethania, Sam Lane is one of those people.

"I have a big heart for our older citizens," Sam explains. "They've done their time raising families and now they need to be cared for themselves. The elderly might feel vulnerable but it's important to me that they enjoy this stage of their lives."

Sam has spent the past five years working at Palm Lake Care and says every day is different. She works across Bethania's main aged caring community as well as in 'Memory Lanes', the specialist memory support village which is home to Bethania's most in-need residents who have dementia. She might find herself assisting residents at mealtimes and with showering, for example, or she might simply be the respectful ear that someone needs on any particular day. Sam says such is the bond she shares with the residents under her care, she finds herself staying in contact with family members of residents who have passed on - her respect is that deep. "It's hard not to get attached to the residents," Sam admits. "They are like family. Most shifts, I leave feeling really good about myself."

Sam tells a story about a new resident who was finding it hard to adjust to his new home. Other staff tried to get through to the gentleman without luck. But she persevered. And persevered some more. She sat with the man on many occasions, building up a connection with him. Sam says one of her most memorable days at work was the "breakthrough" moment she had with that resident who opened up to her and has since completely adjusted to his wonderful new life in our aged caring community.

"It's such a great job - I wouldn't do anything else," she smiles.

WORK WITH US

Do you have a passion for people just like Calley, Fern and Sam? Are you looking for a career as rewarding as theirs? Palm Lake Care is always hiring. Visit www.palllakecare.com.au to search our current vacancies.

CARE GETS CLOSER

2020 IS SHAPING UP TO BE A MOMENTOUS ONE FOR PALM LAKE CARE WITH TWO NEW AGED CARING COMMUNITIES RISING UP OUT OF CONSTRUCTION SITES AS WE SPEAK.

If the most recent artist impression of the \$35 million Palm Lake Care Beachmere aged caring community is anything to go by (pictured below), it will be one coveted address for the 100 residents who will call this distinctively Hamptons-styled community their home. Offering elegant Hamptons architecture and interior design, not unlike Palm Lake Resort Beachmere Bay which is situated conveniently across the road, this community is on track for a mid-2020 opening. It will be a stellar community featuring 102 light and bright private ensuited rooms (each with individual access to the great outdoors), deluxe waterfront suites and couple's retreats (to keep partners together) as well as uninterrupted views of Moreton Bay and direct beach access.

Our Palm Lake Care Toowoomba project is also progressing well toward its anticipated late-2020 unveiling. Our Toowoomba aged caring community, like Beachmere, will offer residential, respite and palliative care options with 24-hour support for residents. Communal areas for both include a café, hair salon, movie theatre and multiple lounge and dining options, as well as room service.

As per all our Palm Lake Care communities, a vast range of interesting excursions and engaging organised activities (with weekly programs individually designed by each local lifestyle team to suit the special needs of their community's unique population) will keep residents as busy as they want to be. Do you know someone who would love to live in these class-leading communities? Phone the Care Solutions team on 1800 246 677.



never too old TO HAVE FUN!

INTERGENERATIONAL ACTIVITIES ARE AN IMPORTANT ELEMENT ON EACH PALM LAKE CARE LOCATION'S MONTHLY ACTIVITIES CALENDAR. OUR RESIDENTS THRIVE ON THE JOY THAT LITTLE FACES BRING.

An ABC TV documentary recently showed the effect on elderly people of spending time with bright, young, fun-loving children. "Old People's Home For 4 Year Olds" was labelled "a social experiment" to decide if encounters between young and old help transform the lives of the elderly. Producers asked, could the solution to a better life for older Australians be as simple as spending time with 4-year-olds? The series was well received by viewers and has earned it a 2019 AACTA Award Nomination for Best Documentary or Factual Program. However, this kind of 'social experiment' has been going on for years in aged care and especially so across Palm Lake Care's own aged caring communities.

Palm Lake Care Bethania Lifestyle Team Coordinator Amber Blake described "intergenerational activities" as those interactions between members of different age groups, where participants are engaging in an activity together. Amber herself watched the ABC series - and loved it.

"The benefits to both groups by the end of the experiment was, to me, beautiful to watch," Amber says. "What really touched my heart was seeing a little girl at the beginning of the experiment who was having trouble socialising with others who, by the end, was making friends with other children and talking more at home."

In this particular example, the girl was paired up with an elderly gentleman who thought he was no longer of value to anyone and didn't want to participate in anything.

"The unlikely friendship that the pair formed helped both of them overcome the respective obstacles in their lives, gave them a sense purpose and helped them try new things."

Amber has seen similar results across her own residents' intergenerational relationships. According to Amber, the benefits to both groups in any intergenerational activity includes:

- Prevention of isolation and depression
- Reduction in anxiety
- Giving members of both groups a sense of purpose
- Overcoming the fear of not being able to do something
- Keeping family history stories alive
- An increase in socialisation.


"We are lucky to have two different age groups that come into our aged caring community to participate in intergenerational activities. Students from the local high school visit regularly as part of their education program and we regularly visit other younger children at a local daycare centre and they also come to us," she explains.

Palm Lake Care Bargara Lifestyle Team Coordinator Kim Milowski says they all love it when the children come to visit. "Most recently our residents joined in with the children to make beautiful necklaces and jewellery," Kim says. "They also played with Playdoh with the kids to make some crazy creatures. The intergenerational interaction is great and the residents really enjoy those mornings."

Palm Lake Group

PROPERTY PORTFOLIO


PALM LAKE RESORT BARGARA

Bargara is the most tropical destination in the Palm Lake Group. With its superb climate, range of activities, sporting and social events and a great choice of home designs, this is a place you'll proudly call home. On your doorstep, there are 15 national parks and 140km of sandy coastline. Visit Mon Repos Turtle Rookery and the Great Barrier Reef.  **1800 501 119 / 39 Wearing Road, Bargara QLD 4670**

PALM LAKE RESORT BEACHMERE BAY

Inspired by the stylish Hamptons, Beachmere Bay was designed for casual, classic living with a coastal edge. Beautiful new home designs set the mood for refined yet relaxed living, with timeless Hamptons styling. The world-class Hamptons Country Club is the centrepiece of the community where social spaces are full of laughter and homes are retreats. A nine-hole golf course and adjacent aged caring community will add to the precinct.  **1800 338 382 / 194 Bishop Road, Beachmere QLD 4510**


PALM LAKE RESORT CALOUNDRA CAY

Palm Lake Resort Caloundra Cay (pronounced "Caloundra Key") spirits you away to the pristine beaches and lushness of the Caribbean with its architecturally designed coastal homes and spectacular interiors that make you feel a world away from the Sunshine Coast. This brand new address is distinctive and exclusive and Hemingway's Country Club is the cherry on top.  **1800 556 677 / 96 Village Way, Little Mountain QLD 4551**

PALM LAKE RESORT COOROY-NOOSA

Palm Lake Resort Cooroy-Noosa homes are stylishly refined and inspired by the classic elegance known as 'Noosa style.' Among the eco-friendly, architectural designs are large two bedroom-plus-activity-room homes featuring extra long and wide RV garages, perfect for adventure-seeking residents. There's also additional storage for those other 'toys' that make the next stage of life an adventure.  **1800 885 851 / 19 Trading Post Road, Cooroy QLD 4563**

PALM LAKE RESORT TOOWOOMBA PINNACLE

Toowoomba Pinnacle has been built alongside the company's existing development ensuring Pinnacle residents were immediately immersed in a community of affable and likeminded neighbours. Toowoomba Pinnacle's latest architectural and energy-efficient home designs offer exquisite open-plan living with raked ceilings to maximise natural light, space and comfort. A Master Builders Association award winner. An adjacent aged caring community will soon be a reality.  **1800 280 129 / 97-161 Hogg Street, Cranley QLD 4350**



PALM LAKE CARE

- BARGARA AGED CARE** 07 4331 0000
55 Wearing Road, Bargara, Queensland 4670
- BETHANIA AGED CARE** 07 3086 3000
3 Goodooga Drive, Bethania, Queensland 4205
- DECEPTION BAY AGED CARE** 07 3293 5800
Cnr Bay Avenue & Maine Terrace, Deception Bay, Queensland 4508
- MT WARREN PARK AGED CARE** 1800 246 677
33 Mt Warren Boulevard, Mt Warren Park, Queensland 4207
- www.palmlakecare.com.au**

And there are more Palm Lake Resorts here...

- BALLINA** 
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120 North Creek Road, Ballina NSW 2478
- BANORA POINT** 
1800 641 665
67 Winders Pl, Banora Point NSW 2486
- BEACHMERE SANDS** 
1800 338 382
218 Bishop Rd, Beachmere QLD 4510
- BETHANIA** 
1800 246 677
43 Goodooga Dr, Bethania QLD 4205
- CARINDALE** 
1800 770 057
2 Ford Ct, Carindale QLD 4152
- DECEPTION BAY** 
1800 725 652
1 Webster Rd, Deception Bay QLD 4508
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1800 781 101 / 272 Fryar Rd, Eagleby QLD 4207
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1800 028 428 / 29-71 High Rd, Waterford QLD 4133
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