



Live Happy!



A Message from the CEO

I am delighted to share with you the latest update from the St Ives Happiness Report. In this edition, we delve into the happenings of 2023, present the results of our year-end resident survey, and offer fresh insights into retirement living.



In the month of October, we conducted our annual resident survey, receiving numerous responses from residents residing in all eight of our villages. This survey is a vital tool for us, allowing us to gain a deeper understanding of the integral aspects of our communities, areas where we can make improvements, and where we excel. It was heartening to see the feedback on our staff, the wonderful locations of our villages, and the safety they provide. This year, we witnessed a notable increase in our Happiness Score, and we remain committed to its continuous growth.

In 2023, we are pleased to extend to our residents an array of fantastic benefits, including exclusive offers from local businesses in Western Australia such as Calneggia Family Vineyards and RAC Travel. Keep an eye out throughout the year for contributions from our regular partners, WASO and West Australian Ballet.

The month of August saw our spotlight shine on the Faulty Towers Dining Experience events, hosted in five prominent villages: Northshore, Carine, Mandurah, Centro, and Murdoch. Attendees, comprising both residents and potential buyers, were immersed in the side-splitting antics of Basil, Sybil, and Manuel while savouring a delectable three-course meal. This memorable evening offered two hours of uninterrupted comedic entertainment.

Our dedicated St Ives team continuously strives to deliver exceptional service across all eight villages. We take great pride in the dedication and contributions of our employees throughout the organisation, and the positive impact they have on the St Ives community. We also extend our gratitude to the residents who take the time to acknowledge the hard work of our staff. A single nomination can brighten their day and allows us to showcase their exceptional work to the broader St Ives community. If you wish to recognise any staff members, please reach out to village management so that we can nominate them for our Excellence Awards.

As we move forward, we hope you continue to stay happy and healthy. On behalf of the entire St Ives team, we express our heartfelt appreciation for your ongoing support and extend our warmest wishes for a wonderful holiday season spent with your loved ones.

Regards, John Ford

Our appiness Strategy

in action

Starting in February 2019, St Ives identified six key strategic areas to enhance the well-being and contentment of residents within our Villages. As part of our steadfast dedication to this mission, we have been diligently specifying our actions within each of these focus areas. Building on this commitment, we are delighted to present an overview of our accomplishments over the past year.



The backing of a strong WA business for peace of mind

- Strong sales and settlements results.
- New brand awareness marketing campaign.
- Continued development of St Ives Carine Stage 2.









Continual improvement and innovation

- Upgraded website chat system to include bulk messaging and campaign management, being able to communicate with new sales prospects efficiently.
- Continued enhancing staff technology that allows staff to maximise productivity and flexibility in the office and at home.
- Continuously measured workflow efficiencies of newly implemented software programs to ensure they are adding value to our business operations.
- Researched further tech solutions for workflow efficiencies, including the use of Artificial Intelligence systems like Chat GPT.



you interact with us

A quality experience whenever

- Continual staff development and training.
- Continued communication between St Ives and villages and encouraged the Jolimont to increase understanding and awareness of each other's roles within St Ives, and foster closer working relationships between our teams.



- Engaged proactively and closely with Resident Committees and Resident Finance Committees to optimise performance efficiencies and cost savings. This resulted in strong financial outcomes across all
- Presented village budgets, audited SPFR required timeframes.



A compliant and safe environment

- all office spaces and villages to ensure we provide a healthy and safe working
- Continued development of the new Contractor Management System (CMS). Making sure all contractors meet our high safety standards.









Continue building an engaged workforce and culture

- Over 90% of employees took part in two Engagement Surveys throughout 2023, with our current Employee Engagement score sitting at a very positive 84%;
- Recruited a full time Operations Assistant, to assist in our Refurbishments
- Recruited a Village Administration Assistant, to assist our full Operations





We greatly value your ongoing feedback, as it plays a crucial role in guiding our efforts towards addressing your priorities. We express our gratitude for sharing your insights and encourage you to maintain an open dialogue with your Village Manager to address any concerns.

EOY Resident

Survey Results



Thanks to everyone that participated in the End of Year Resident Survey for 2023. The results are reflecting the views of 389 responses representing 559 residents.

We would love to see this number grow, as the feedback provided helps us understand what we need to focus on and where we can improve.

How satisfied are you with St Ives?

All Villages

Satisfied

Dissatisfied

Northshore



2021









How likely are you to refer family/friends to St Ives?

All Villages

2022

Neither Dissatisfied





2023









2020



2021



2022







2023

What does your Village think?

Albany	90.91*	9.09*	0*
Carine	93.19 [*]	6.82*	0 ^s
Centro	95.35 [*]	4.65*	0°
Lesmurdie	85.72 [*]	0*	14.29*
Mandurah	67.50 [*]	27.5*	5*
Melville	70 °	30*	0*
Murdoch	70.08*	17.32*	12.60 [*]

What does your Village think?

	Likely	Unsure	Unlikely
Albany	90.91*	0 *	9.09*
Carine	95.55 [*]	4.44*	0*
Centro	93.18*	4.55*	2.27°
Lesmurdie	85.72 [*]	0*	14.29*
Mandurah	82.50 [%]	12.50*	5*
Melville	90*	0*	10°
Murdoch	74.64 [*]	10.87*	14.49 [*]
Northshore	91.04*	2.99*	5.98*

our Happiness Score

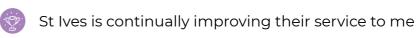
Our Happiness Score is how we are tracking our progress in our six areas of strategic focus.

To determine the score, we average out the positive response scores across the six questions that relate to our Happiness influencers.

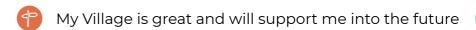
To what extent do you agree with the following statements?

October 2023 Happiness Score

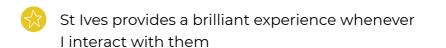
St Ives provides respectful and empathetic staff







St Ives provides a safe and secure environment



Happiness Score:



93.6°

67.6°

Indifferent Disagree





















How happy are you with the following aspects of Village life?

The security provided by your Village

Your connection to the Village community

The support your Village community provides

Your relationship with your neighbours

Your level of physical activity

Your level of social activity

The quality of the amenities



































Congratulations

to the winners of the Eftpos Gift Cards!

All residents who submitted an End Of Year Resident Survey with their name included were entered into the draw to win one of two gift cards. These were the lucky winners!





The St Ives Values



Teamwork

We combine our individual strengths, working together to improve our organisation.



Communication

We openly share information and our views, and actively seek and listen to the ideas of others.



Accountability

We accept responsibility for our actions and commit to making the right decisions for St Ives.



Respect

We acknowledge and value the diversity of opinions, abilities and feelings of our colleagues and residents.

Stives proudly sponsor...

Scarborough Bowling Club

Mixed Easter Pairs and T-Shirt Sponsorship









Cambridge Bowling

2023 St Ives Cup - The 24th St Ives Cup was hugely successful again this year with 42 teams competing from both metro and country areas. The "Bowls weather Gods" were very kind and great bowls conditions were experienced all weekend.

















Warwick Bowling Club





Mt. Barker Bowling Club



Plus...

Wembley Golf Course

Johan Dreyer (St Ives Mandurah resident)

Undercroft Bridge Club

Mandurah Melbourne Cup

















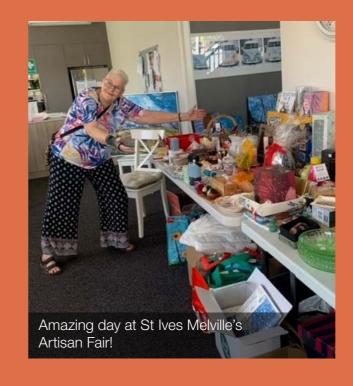
Ladies High Tea

At St Ives Northshore, the Ladies High Tea was a charming affair where delicious treats and delightful conversations came together, creating an unforgettable afternoon for all.





Melville Artisan Fair





Tips for Travelling during Retirement

Whether you've always dreamed of visiting exotic destinations or simply want to take leisurely road trips, retirement is the ideal phase of life to make those travel dreams a reality. Here's a few tips to help you make the most out of travelling in retirement.

Plan ahead

Planning is essential for any successful trip, and in retirement, you have the luxury of time to plan your travels meticulously. Start by creating a travel bucket list and setting your travel goals. Consider the destinations you've always wanted to visit and prioritise them. Planning ahead allows you to make the most of your budget and ensure your trips align with your interests.

Look for senior discounts

Many businesses in the travel industry offer senior discounts. These discounts can significantly reduce your travel expenses, making your retirement adventures more affordable. Look for senior rates on airlines, hotels, car rentals, and tourist attractions.

Invest in travel insurance

Travel insurance is an often overlooked but important aspect of travel planning. In retirement, health considerations become even more critical, so it's essential to have travel insurance that covers medical emergencies, trip cancellations, and delays. This will provide peace of mind and protect your financial investment in your trips.

Let your neighbours know you're travelling

Knowing your property is secure will allow you to travel with peace of mind. Before embarking on travel adventures, ask trusted neighbours to keep a watchful eye on your property. Enlisting the support of neighbors to keep tabs on your home while you're away can act as an additional layer of security. Friendly neighbors can monitor any unusual activities, collect mail or packages, and even maintain the appearance of an occupied home by occasionally drawing curtains or turning on lights. Establishing this mutual support not only safeguards your property but also fosters a sense of community.

Try these travel apps and tools

Technology can be a valuable tool for travellers of all ages. Here are some popular apps and platforms that can help you make the most of your next travel experience:

Airbnb

Airbnb has become an increasingly popular choice for senior travelers. It offers a diverse range of accommodation options, from cottages to luxurious urban lofts, allowing you to experience your destination in a truly unique way.

Booking.com

Booking.com is a versatile travel platform that offers numerous advantages to globetrotters. This one-stop app allows users to seamlessly book flights, accommodations, and car rentals, streamlining the entire travel planning process. What makes it particularly appealing is its mobile-friendly interface, making it effortlessly accessible while on the move. With Booking.com, travellers can efficiently manage their entire trip, from flights to accommodations, all within the convenience of a single, user-friendly app, ensuring a hassle-free and organised travel experience.

Skyscanner

Skyscanner allows you to conveniently compare all airlines and their fares in one place, ensuring that you secure the best deal for your journey. Not only can you search for the best prices, but also for direct flights and even discover the cheapest day to fly, helping you optimise your travel budget.

Uber

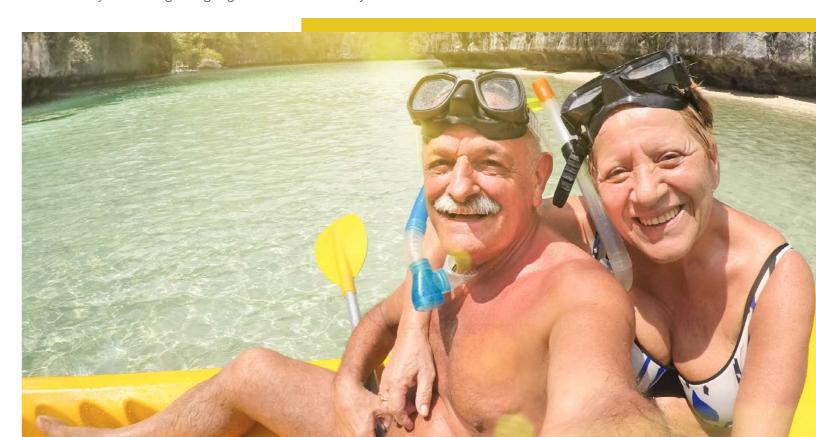
With Uber, there's no need to wait for expensive taxis. The app allows you to track your ride's arrival time, ensuring you're well-informed and in control of your transportation. Uber's international accessibility allows you to use your existing account seamlessly across borders, eliminating the need for currency exchange or unfamiliar payment methods.

Smart Traveller

Smart Traveller is an invaluable tool for Australian travellers. By downloading the app onto your mobile device, you gain access to critical information from the Australian government regarding your chosen destinations. This ensures that you stay up-to-date with the latest travel advisories, safety guidelines, and essential updates.

Google Translate

The Google Translate app makes a great travel companion, and the best part is that it's entirely free. Packed with a multitude of functions and boasting support for over 100 languages, this app allows you to bridge language barriers effortlessly.



Your Guide to a Restful Retirement

Retirement is a time to savour the finer things in life, and a good night's sleep is certainly one of them. During sleep, the brain performs critical functions, such as consolidating memories, regulating emotions, and repairing and renewing tissues. For cognitive function, emotional well-being, and physical health, it's essential that we get plenty of sleep. As we age, however, our bodies and minds undergo changes, including changes to our sleep patterns, which can have a significant impact on our health.

Recommended hours of sleep by age

• 55-64 years:

In your early retirement years, you should still aim for 7-9 hours of sleep each night. This range helps maintain cognitive function and physical health.

• 65+ years:

As you enter your later retirement years, you may find that 7-8 hours of sleep is sufficient. However, it's essential to pay attention to your body's signals and adjust your sleep duration as needed.

Calculating your ideal sleep hours:

Start with the general guideline: Begin with the recommended sleep hours for your age group, as mentioned above. For 55-64 years aim for 7-9 hours, while 7-8 hours can be sufficient for 65+ years.

Adjust based on your needs:

Remember that individual variations are common. Pay attention to how you feel during the day. If you consistently feel well-rested and alert, you may be getting the right amount of sleep for you. However, if you often feel fatigued or experience mood swings, you may need to adjust your sleep duration.

Factor in naps:

As retirees, you have the flexibility to incorporate short naps into your daily routine. A 20-30 minute nap can provide a quick energy boost without disrupting your nighttime sleep. Experiment with naps to find the ideal timing and duration that works for you.



Create a consistent routine:

Regardless of your age, maintaining a regular sleep schedule can improve the quality of your sleep. Try to go to bed and wake up at the same time each day, even on weekends.

Limit stimulants:

Be mindful of caffeine and alcohol consumption, especially in the hours leading up to bedtime. These substances can interfere with your ability to fall asleep and stay asleep.

Prioritise your sleep environment:

Ensure that your bedroom is conducive to quality sleep. Keep the room dark, quiet, and at a comfortable temperature.

Seek professional advice:

If you struggle with sleep issues that significantly affect your daily life, consult a healthcare professional or a sleep specialist for personalised guidance.

Remember that age is just one factor influencing your sleep needs. Lifestyle, health, and individual variations play a crucial role in determining your ideal sleep duration.

The role of melatonin for adults over 55:

Often referred to as the "sleep hormone," melatonin plays a pivotal role in regulating our sleep-wake cycle. As we age, the production of melatonin tends to decrease, which can lead to disrupted sleep patterns and difficulty falling asleep.

As a solution, you may consider melatonin supplements under the guidance of a healthcare professional.

For those not wanting to go down the supplement road, maintaining a consistent sleep schedule, creating a relaxing bedtime routine, and keeping the sleep environment dark and comfortable can also help boost melatonin's natural production and improve sleep quality.

I am a stroke surviver

By Florence Hubbard

St Ives Northshore residen

In 2002 I was 69 years old, a retired Phys Ed Teacher who ate healthily, exercised and led an active life. How could it happen to me? Two minor and one major stroke in two weeks. My right side was useless. I couldn't stand, walk, write or pick anything up. I could, with difficulty, make myself understood.

I was lucky to be staying with friends and was taken to the University Hospital in Nottingham where there was a wonderful stroke unit led by Professor Batt.

The therapy message was where I had to relearn everything. No wheelchair, no Zimmer frame. Having a physiology and teaching background, I was determined I would teach myself to write starting with writing patterns. I devised my own rehabilitation back home in Harrogate, I was obsessed with what became a list of 38 activities to be completed every day.

A widow living alone without a carer made me more determined. Sadly the love of my life had passed away in 1990. It was four months before I was allowed to drive to the supermarket and 14 months before I could walk five kilometres, the target I had set myself before I could travel to Perth to visit my daughter in 2004.

I was now able to continue what has become my 90 year journey from a small mining village in Yorkshire to the Northshore Retirement Village in Kallaroo. I have had 19 homes, many with my wonderful Civil Engineer husband. We met at University, me at Sheffield, he at Leeds after which he spent three years National Service in the RAF followed by four years and two children in Nigeria. Exciting times, 1959 to 1962.

My philosophy has been **BLOOM WHERE YOU ARE PLANTED**. I have always found a niche for myself since leaving Lady Mabel College of Phys Ed in 1955... Doncaster Girls High School, PE teacher, Head of a Village School near Stratford while an RAF wife. Opened Early Learning Schools in Lagos and Enugu, Nigeria. 16 years teaching in Teeside. Lecturer in Teacher Training Durham Uni / Middlesbrough College. Matilda's Hospital, Hong Kong Island working with children during our ten

years there. Children and students were my working life.

Eventually planted in Perth in 2006. Now what do I do... Joined Armadale Stroke Support and became President for six years until my move to Northshore in 2013 where I was hijacked into being Secretary, then President of the Residents' Association.

What a journey and how lucky am I to now live five minutes away from my daughter.

I am a happy and thankful survivor and wouldn't want to live anywhere else.



A Favourite resident recipe



Sponge Cake

Ingredients

- 4 eggs
- 3/4 cup caster sugar
- 1/2 cup custard powder
- 1/2 cornflour
- 1 tspn cream of tartare
- 1/2 tspn carb soda
- Pinch of salt
- Vanilla essence

Method

- 1. Whisk eggs, vanilla then gradually add sugar.
- 2. Sift dry ingredients together and fold through egg mixture gently.
- 3. Pour mixture into tin and bake in oven for approx. 30 min.



Salmon Patties from Graham Christey

Ingredients

- 1 cup Panko Bread Crumbs (available at all supermarkets in Asian section)
- 1 brown onion (not too large)
- 1 clove garlic minced
- 2 spring onions, finely sliced
- 1/3 cup fresh dill chopped (can use parsley or coriander but dill goes well with seafood or 1/2
- Teaspoon of any dried herb
- 2 eggs
- 1/2 cup grated parmesan
- Large can pink or red salmon

Method

- 1. Place Panko Bread Crumbs in large mixing bowl.
- 2. Grate the onion over the breadcrumbs (annoying I know but you want the juice of the onion to moisten the bread crumbs and you want the onion fine). Combine until well mixed.
- 3. Add all the other ingredients EXCEPT the salmon and mix.
- 4. Add the drained salmon and combine with the mixture (try not to over combine, you do still want some chunks of salmon if you can).
- 5. Form into patties whatever size you prefer and level both sides. If you can, let rest in the fridge for 10 minutes... not 100% necessary.
- 6. Spray or brush both sides with vegetable oil.
- 7. Either fry on medium heat for 5 to 6 minutes on either side OR bake at 200C fan on a greased baking tray for 15 minutes and flip 5 minutes on the other side.

Serve with a dollop of Greek style yoghurt or sour cream and a tossed salad or mashed potatoes and greens.

Faulty Towers: the dining experience

In an unforgettable August event, St Ives hosted the uproarious actors from Imagination Workshop at St Ives Northshore, Carine, Mandurah, Centro, and Murdoch. Basil, Sybil, and Manuel sprang to life from the iconic Fawlty Towers series, delivering a three-hour extravaganza of pure joy and laughter. Check out some images from each night!

Carine







Centro









Murdoch











Northshore









Mandurah











Bowls competition at Northshore

Residents at St Ives Northshore came together for an exciting bowls competition, fostering community spirit and friendly competition among neighbours.







Nurture and nourish

your mind, body and spirit

Endota Spa is dedicated to nurturing your mind, body, and skin. Beyond mere surface-level care, Endota Spa believes in delving deeper, to pamper you inside and out.

Their treatments aren't just about luxury; they're about infusing a blend of the finest ingredients and expert techniques to nourish you holistically.

But Endota Spa doesn't stop at personal care. They're dedicated to a larger purpose—a commitment to sustainable practices and responsible choices. Their offerings extend beyond mere treatments to include COSMOS certified skincare, expert spa treatments, comprehensive wellness education for therapists, and an array of wellness tools.

The ethos of Endota Spa lies in their dedication to enriching your mind, energising your body, nurturing your skin, and fortifying your inner resilience. Their approach doesn't just aim for temporary relaxation; it's about fostering a sustainable sense of wellness that withstands the trials of everyday life.

Join them on a journey towards holistic wellbeing or give the gift of relaxation.

Creating the ultimate experience

If you're planning to undergo a treatment, it's important to share any allergies, injuries or recent surgeries or medical treatments, as your therapist will tailor your treatment accordingly – avoiding certain products or areas, or adjusting movements or pressure. You should also mention if you bruise easily or experience chronic pain.

If you're unwell or have a bad headache, Endota Spa recommends waiting for this to ease before having a massage.

It's important to note that a massage helps release toxins out of your muscles, which can cause headaches, nausea or fatigue. To avoid these potential side effects, you need to flush the toxins out of your system. You can do this simply by drinking plenty of water before and after your massage.



GIVE THE GIFT OF WELLNESS THIS CHRISTMAS

20% off skincare & wellness products* – Use code STIVES25

10% off gift cards - Use code STIVES10





Ambient Flames "Setting the senses on fire"

Who are we?

For over a decade, we have worked across the retirement living and home care sector.

As instinctively caring and compassionate people, we found reward in helping older people live their best lives.

With a natural flair for creativity, we decided to leave corporate life behind and pursue a passion which ignited Ambient Flames.

Wellbeing is our why and natural is our guarantee

Help people find solace and tranquillity in the soothing embrace of candlelight and fragrance.

Craft natural and aromatic products that are devoid of harmful toxins and provide an approach to wellness.

Provide people with a five senses experience through beautifully designed, unique and environmentally sustainable products.

Inspired by the beauty and serenity of the coast and presented in high quality vessels.

Hand poured candles using 100% professional grade soy wax which is both natural and kosher.

Lead free wicks, made from textile grade cotton to enhance burning qualities.

Infused with fragrances that emanate scents of exotic fruits and tropical blooms designed to "Set the Senses on Fire".



St Ives residents receive 15% discount on any of the Ambient Flames products or a 20% discount for orders over \$50.

Visit: ambientflames.com.au to redeem this offer!

STIVES15%

This entitles the individual to 15% off the retail sales price of any item.

STIVES20%

This entitles the individual to 20% off the total retail sales price of any order over \$50.

Or email: sales@ambientflames.com.au





Calneggia Family Vineyards

Rosabrook Tempranillo 2022

Our wine partner, Calneggia Family Vineyards, has owned vineyards in the Margaret River region for over thirty years and produces several wine brands under the watchful eye of Chief Winemaker Severine Logan.

The Calneggia family are the pioneers of larger-scale plantings of the Spanish variety Tempranillo in Margaret River, and lead the way in its development in the region. Their Rosabrook Tempranillo has been overwhelmingly successful since its launch a few years ago and the current 2022 release has not only received several accolades on the Australian Wine Show circuit but has also caught the eye of some renowned wine reviewers.

In July this year, expert wine reviewer Ray Jordan included the wine in his Top 100 Reds in The West Australian, awarding it 93 points and the below review:

"This producer has been making some of the most attractive tempranillos for a few years now and this one from the riper 2022 vintage is excellent. It's in that medium bodied zone with fully ripe tannins and delicious red fruits with that raspberry and cherry mix emerging. The slightly toasty creamy character of the American oak adds to the complexity and smooth palate feel".



RESIDENT BENEFITS CLUB OFFER

20% off wine and FREE shipping

Buy 12 or more bottles of wine using the code **STIVES** via the Calneggia Family Vineyards website cfvwine.com.au



Exercises that focus on strength, balance, flexibility, and cardiovascular fitness whilst socialising at the same time! There is always something different planned, with a variety of ages over 50 years old with a range of fitness levels*.

Tuesday 10am: Kadidjiny Park Hall, Melville Thursday 10am: 9 Solomon Street, Palmyra

Sessions are only \$10, for 45 mins of exercise to music.

Emma has a Bachelor of Science in Exercise and Health Science and has been running 50FIT classes for 8 years.

Call Emma Hatch on 0408 339 457 or contact emma@ohlalamummy.com.au





\$100 RAC travel voucher for St Ives residents

Your 2024 travel holiday plans just got a boost



To claim your voucher visit rac.com.au/vouchergiveaway

St Ives Events Coming Soon



Northshore

Wednesday 9th October 2024 Carine

Thursday 10th October 2024 Centro

Wednesday 16th October 2024 Murdoch

Thursday 17th October 2024



Season

The Discovery

Metamorphosis: Ballet at the Quarry 9 February – 9 March

> La Bayadère 12 - 20 April

State: Contemporary Vision

31 May – 8 June

Genesis

12 - 20 July

Romeo & Juliet 30 August - 14 September

The Sleeping Beauty

22 November - 15 December

Subscriptions and tickets available from waballet.com.au







Wanneroo

ONLINE











14 February - 20 March



Term 1

2024



Life Now

Staying well during and after cancer

The Life Now Program offers free evidence-based exercise and meditative courses to support cancer patients and their carers. We invite people affected by cancer and their primary carer to take part in these free courses, which are funded through generous community donations.

Registrations are essential.

To apply to participate in a course visit cancerwa.asn.au and view the Event Calendar or call our cancer nurses on 13 11 20 for more information.

Course Timetable



Exercise - 12 week course One-hour class held twice-weekly for 12 weeks							
Location	Days	Time	Dates				
Bentley	Wednesdays & Fridays	11.00am - 12.00pm	14 February - 8 May*				
Bunbury	Mondays & Wednesdays	12.30pm - 1.30pm	19 February - 15 May*				
Como	Mondays & Wednesdays	11.00am - 12.00pm	19 February - 15 May*				
Floreat	Tuesdays & Thursdays	12.00pm - 1.00pm	13 February - 7 May*				
Joondalup	Tuesdays & Fridays	10.00am - 11.00am	5 March - 28 May*				
Mandurah	Tuesdays & Thursdays	2.00pm - 3.00pm	20 February - 14 May*				
Midland	Tuesdays & Thursdays	2.00pm - 3.00pm	13 February - 7 May*				
Willagee	Tuesdays & Thursdays	11.00am - 12.00pm	13 February - 7 May*				

10.00am - 11.00am

*No class on public holidays: 4 March (Labour Day), 29 March (Good Friday), 1 April (Easter Monday) and 25 April (ANZAC Day). All events require minimum numbers to run and eligibility criteria will apply. Information is correct at time of printing. For up-to-date information, please refer to our website.

Mondays

Wednesdays



