



# Festive Season Trading Guide

## A 'MUST READ' DOCUMENT FOR ALL RETAILERS AND STAFF OF CANELAND CENTRAL

This Christmas Trading Guide contains critical information for a successful and safe holiday season at Caneland Central, as the Centre transforms into "Candy Cane-land" for the festive period. **Santa's arrival** will take place on Saturday 16 November, accompanied by a Christmas Concert, Parade, Christmas Craft & first day of Santa Mail in the magical new Elf Express Village.

### Key Contents:

- NEW Retailer Portal - log in information.
- Schedule of events leading up to Christmas Day.
- Essential safety updates for ensuring a secure environment for retailers and shoppers.
- Operational guidelines to support both retailers and shoppers during the holiday season.

The Caneland Central management team has worked diligently to prepare the Centre for this peak period, building on strong performances throughout the year, a testament to the commitment of all retail partners.

A special acknowledgment goes to our integrated services team, Trident, for maintaining high standards of cleanliness and presentation that contribute to a positive customer experience.

This guide is your comprehensive resource for navigating the festive season. We look forward to a smooth and prosperous period for all.

## NEW RETAILER PORTAL - FIND IMPORTANT INFORMATION

Missed a Centre update, can't find that Newsletter?

Now, you can access all recent Centre Management communications and essential Retailer Information on the Retailer Portal. **HOW?**

1. Visit [canelandcentral.com.au](https://canelandcentral.com.au)
2. Scroll to the bottom banner on the homepage.
3. Click the **RETAILER PORTAL** button.
4. Enter the password **C@neland24**. Your feedback is always welcome!

<p><b>ABOUT THE CENTRE</b></p> <ul style="list-style-type: none"> <li>&gt; ABOUT US</li> <li>&gt; COMMUNITY</li> <li>&gt; SUSTAINABILITY</li> <li>&gt; <b>RETAILER PORTAL</b></li> </ul>	<p><b>GET CONNECTED</b></p> <ul style="list-style-type: none"> <li>&gt; CONTACT US</li> <li>&gt; CAREERS</li> <li>&gt; LEASING</li> </ul> <p> </p>	<p><b>SENTINEL PROPERTY GROUP</b> <i>Ownable Monthly Returns</i></p> <ul style="list-style-type: none"> <li>&gt; PRIVACY POLICY</li> <li>&gt; TERMS &amp; CONDITIONS</li> </ul>
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*(Note: A black arrow points to the 'RETAILER PORTAL' link in the image.)*

## FINALISED CHRISTMAS TRADING HOURS



### Store Opening Hours Notification

If your trading hours differ from the core trading hours during the Christmas period or due to unforeseen circumstances, please **notify the Customer Service Desk as soon as possible** on 4944 7111 or complete the accompanying form to register any Christmas trading hour variations.

**Black Friday Weekend** – normal trading hours for the Centre. Some stores may have extended trade hours, these will be listed on our website.

EXTENDED TRADE – DECEMBER 2024	
Saturday 14	8am – 5pm
Sunday 15	9am – 4pm
Monday 16	8am – 5.30pm
Tuesday 17	8am – 5.30pm
Wednesday 18	8am – 5.30pm
Thursday 19	8am – 9pm
Friday 20	8am – 7pm
Saturday 21	8am – 5pm
Sunday 22	8am – 4pm
Monday 23	8am – 7pm
Tuesday 24	8am – 5.30pm
Wednesday 25	Closed – Christmas Day (Public Holiday)
Thursday 26	Boxing Day (Public Holiday)   9am - 4pm

PUBLIC HOLIDAYS – JANUARY 2025	
Wednesday 01	New Years Day (Public Holiday)   10am – 4pm
Sunday 26	Australia Day   10am – 4pm
Monday 27	Australia Day (Public Holiday)   10am – 4pm

Some stores may have extended trading outside of these Christmas hours, these will be listed on our website.

## WHAT'S ON THIS CHRISTMAS AT CANELAND CENTRAL

### CHARITY GIFT WRAPPING

9 NOVEMBER - CHRISTMAS EVE



The Charity Gift Wrappers from our local ESA Alpha Rho chapter are back again this year. Customers can have their gifts beautifully wrapped for a gold coin donation. All proceeds go towards CQ Recue and other local charities.

**Dates:** 9 November – 24 December | During Centre trading hours

**Locations:** Outside Target – Ground Floor

Opposite JB Hi-Fi - Level 1

**Charity website:** <https://esaustralia.org/mackay/>

### SANTA'S ARRIVAL WEEKEND!

SATURDAY 16 & SUNDAY 17 NOVEMBER



Join us for a weekend of Christmas cheer as we kick off the season with exciting activities and entertainment!

**LOTS OF FREE ACTIVITIES FOR THE WHOLE FAMILY!**

**Santa's Arrival | Saturday 16 November | 10am to 2pm**

- 10am – 10.30am | **Christmas Concert**

Kick off the celebration with a Christmas Concert in the Target mall, featuring live singing, dancing and special guests from the North Pole for the whole family to enjoy.

- 10.30am – 11.15am | **Centre Parade**

Santa and his North Pole friends will lead a Christmas Parade through the Centre, starting outside Target and concluding at Santa's Candy Cane-land in Centre Court.

- 10.30am – 2pm | **Elf Express Workshop & Santa Mail**

Celebrate the opening of the NEW Elf Express Workshop on Level 1 (next to Smiggle). Kids can decorate Santa sacks or stockings and visit Santa's Mail Express to write and post letters to Santa, with other festive surprises in store!

**Just follow the Elf Trail from the Customer Service Desk.**

**Sunday 17 November | 10am to 2pm**

- **Elf Express Workshop Continues**

The Elf Express Workshop is open again for more Christmas crafts and fun. Details as above.



### SANTA PHOTOGRAPHY

16 NOVEMBER - CHRISTMAS EVE



Santa will arrive in his sleigh to officially launch our Christmas photography sessions on Saturday 16 November at 11.30am, immediately following the parade.

As always, we anticipate high demand for photos this year. Our Candy Cane-land set is back for its second year, with some exciting new additions to discover.

**Online bookings are essential** for all photography sessions. Stay updated by visiting our website and following our social media channels.

[WWW.CANELANDCENTRAL.COM.AU](http://WWW.CANELANDCENTRAL.COM.AU)

### Sensitive Santa Photography

Available on Sundays: 24 November, 1, 8 & 15 December

These sessions are designed specifically for children with special needs, offering a calm, low-stress environment before the Centre opens to the public. Bookings are essential.



### Pet Santa Photography

Available on Saturdays: 23, 30 November & 7 December

This year, we're excited to offer **Pet Photography sessions**, allowing the entire family to join in the festivities. Sessions are scheduled during specific times outside regular trading hours to minimise disruptions to store operations. Strict conditions apply.



### ELF EXPRESS & SANTA MAIL - NEW IN 2024

COMMENCING 16 NOVEMBER

Introducing the **Elf Express Workshop & Santa Mail**, an exciting new addition to the Centre this year! Located on Level 1 beside Smiggle, this festive area will feature our Express Mail Delivery Station, where kids can send their Santa Mail and even receive a special reply from Santa himself. Plus, there'll be a variety of fun activities for everyone to enjoy. Here's a first look..



## BLACK FRIDAY WEEK

TUESDAY 26 & SATURDAY 30 NOVEMBER

### MEET MRS. CLAUS LIKE NEVER BEFORE!



Get ready to jingle all the way with the most outrageous holiday act to hit Caneland Central! Mrs. Claus is trading in her sleigh for a decked out mobility scooter, complete with festive decorations and a ghetto blaster that cranks out holiday tunes.

Watch in amazement as she cruises around, parks in the middle of the mall and breaks into hilarious dance moves that will have everyone laughing and cheering. This isn't your average Mrs. Claus—she's got style, rhythm, and a whole lot of holiday spirit!

### THE HUMAN ATM - SPEND & WIN!

On Friday 29 & Saturday 30, shoppers who spend \$100 or more will receive a special Caneland Central Credit Card from the Black Friday kiosk.\* They can then head over to the Human ATM, insert their card to WITHDRAW and watch as the flashing buttons land on a prize, revealing their instant reward!



Adding to the fun, our Human ATM will chat with them throughout, bringing a playful twist to the experience. It's a simple yet exciting way to win, only at Caneland Central this Black Friday weekend!

\*More details to follow.



## CAROLS 'N' CANDY

16 DECEMBER - CHRISTMAS EVE

### New to the Centre!

Experience the magic of Christmas with **Carols 'n' Candy!** Talented singers and dancers will roam the Centre, performing festive carols and dancing to bring a joyful, enchanting atmosphere for all shoppers to enjoy. Let the sights and sounds of the season uplift the shopping experience as we celebrate together.



**it's in the bag**  
16 November - 8 December



## COMMUNITY CHRISTMAS APPEAL

15 NOVEMBER - 8 DECEMBER

MAKE AN IMPACT



Community Donation Station, Coles Mall, outside Lenard's

This year we will again be supporting Share the Dignity, **'It's in the Bag'** appeal and asking the Mackay community to help support local families this Christmas.

Our donation station is now permanently located in the Coles Mall, outside The Reject Shop/Lenard's, for shoppers to drop their preloved bags for a mum & bub, adult or teen, filled with items to help someone in need this Christmas. Each bag has a different list of essentials you can find below, every little bit helps.

By putting together an 'It's in the Bag' you're making Christmas brighter for someone experiencing domestic or family violence.

- Individual items are welcome too, every bit counts!

**Adult Bag** - please tag bag with a green ribbon available from our Customer Service Desk

- Period Products
- Shampoo & Conditioner
- Toothbrush & Toothpaste
- Deodorant (roll-on preferred)
- Soap or Body Wash
- Optional: extra special items for an adult



**Teen Bag** - please tag bag with a yellow ribbon available from our Customer Service Desk

- Period Products for smaller bodies
- Shampoo & Conditioner
- Toothbrush & Toothpaste
- Deodorant (roll-on preferred)
- Soap or Body Wash
- Optional: extra special items for a teen



**Mum & Bub Bag** - please tag bag with a purple ribbon available from our Customer Service Desk

- Maternity Period Products
- Shampoo & Conditioner
- Toothbrush & Toothpaste
- Deodorant (roll-on preferred)
- Soap or Body Wash
- Newborn Nappies
- Breast Pads
- Baby Shampoo
- Baby Soap/Wash
- Disposable Nappy Bags
- Baby Wipes
- Dummy
- Nappy Rash Cream
- Optional: extra special items for a mum & bub



## CANELAND CENTRAL KEY OPERATIONAL PROCEDURES

With the busy Christmas season approaching, many stores are hiring new staff to meet the upcoming demand. This is a great time to ensure all new and existing team members are familiar with the Centre's Rules and prepared for any emergencies. More details can be found in the Welcome Pack previously provided to stores, with a summary of the key points listed below. If you need a new Welcome Pack, please contact the Customer Service Desk.

### EMERGENCY CONTACTS & PROCEDURES

**Does your store have a new Manager?** If so, please ensure you have notified Centre Management of your updated Emergency Contact information. Forms are located at the Customer Service Desk.

### EMERGENCY CONTACT DETAILS & PROCEDURES

Leading up to cyclone season it is vital we have all necessary emergency contact details. In any emergency situation, time and safety are critical factors to ensure situations are controlled and managed efficiently. Please ensure you follow Centre Management directions in the event of an emergency and be familiar with your own emergency procedures.

### CLEAR EXITS

Please ensure fire exit doors and corridors are kept clear at all times. Stock cannot be stored or unloaded in these areas at any time to ensure clear access is available in the event of an emergency.

### STAFF PARKING

Staff are required to park in the **designated staff spaces** on all working days to ensure prime spaces are available for Customers.

This initiative has proven very successful in the past and is crucial to maintain customer convenience leading up to Christmas.

More than 600 spaces are available for Staff, with over half of these being undercover. Staff Parking is located on Levels 2 & 3 of the Myer multi-deck carpark plus the perimeter bays and rows 19–24 on the western mezzanine car park (indicated with **green lines**). The car park map can be found on the NEW Retailer Webpage.

### USE OF TROLLEYS

The use of trolleys that are owned by our supermarkets and department stores is prohibited. Trolleys are a crucial element of their business during the Christmas season and should therefore not be used to transport stock or rubbish. Stores are responsible for using their own equipment to transport these items.

### SPILLS

If any spills occur please report immediately to the Customer Service Team or let one of our cleaning staff know so we can address it ASAP to avoid slip and fall hazards.

### STORE OPENING HOURS NOTIFICATION

If for an unforeseen reason your store hours differ from the standard Centre hours advertised for your store, please advise the Customer Service Team ASAP.

### WASTE MANAGEMENT

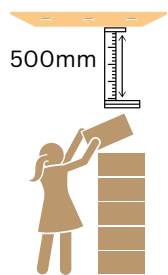
Maintaining our high levels of environmentally sustainable waste practices relies on proper waste management. Be sure you are familiar with the correct methods of disposing waste and contact Centre Management or the Customer Service Desk if you have any enquiries regarding the Centre's waste management procedures.

All stores have had the opportunity to be trained on how to use the waste compactors efficiently and safely, but please contact Centre Management or the Customer Service Desk if you require a refresher or training for new staff. **Suez bins** located in the loading docks, are for co-mingled waste (cans, bottles, etc.) and should not be removed from the loading dock area.

### STOCK MANAGEMENT

As we head into the festive season, your head office will likely be increasing stock shipments to prepare for the busy period ahead.

With this influx of stock, please be mindful of how and where it's stored. Ensure that boxes are kept **at least 500mm below the ceiling** to allow the sprinklers above your shelving units to function effectively. This rule also applies to any stock on the trading floor as well.



### HELPFUL CONTACT DETAILS

#### CUSTOMER SERVICE DESK

07 4944 7111

#### SECURITY TEAM DIRECT 24/7

*Store theft, late night car escorts, suspicious behaviour etc.*  
0428 033 143

#### EMERGENCIES

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#### RETAIL MANAGER | **Samantha Self**

samantha.self@canelandcentral.com.au

#### OPERATIONS MANAGER | **Herbert Coles**

herbert.colls@canelandcentral.com.au

#### MARKETING MANAGER | **Lianne Gee**

lianne.gee@canelandcentral.com.au

- Promotion/social media material email to - [marketing@canelandcentral.com.au](mailto:marketing@canelandcentral.com.au)

#### BUSINESS DEVELOPMENT MANAGER | **Julie Cornwell**

julie.cornwell@canelandcentral.com.au

*If you are unsure, please contact the Customer Service Team who can direct your call accordingly.*

# Policebeat Newsletter | Christmas Edition 2024

Christmas is the peak shopping period in retail and is generally the time of year where stores are recruiting new staff to meet this demand. It is also worth noting that approximately one third of thefts for the year occur during the Christmas Holiday Period.

Whether your staff are new or experienced, it is a timely reminder to ensure all staff are aware of the risks to business continuity and are familiar with your company's policies on how your business manages this risk.

To assist you in training all staff and minimising business losses, we've put together some resource material to compliment your company's policies and procedures.

Wishing you all a Safe and Merry Christmas,  
Caneland Policebeat.

## Christmas & Holiday Season

- 🎁 Peak Shopping Period
- 🎁 High Volume of Customers
- 🎁 New Staff (often casuals with limited experience)
- 🎁 One third (1/3) of theft for the year occurs during the Christmas Holiday period (*source: QPS statistics*)



## Key Statistics & Current Trends - Theft

- Most offences occur at lunchtime (when staff levels are lower)
- For many stores, approximately 30% of the year's sales occur during the Christmas Period
- Stores can also expect stock losses of around 35% during the Christmas Period
- Financial pressures often result in an increase in Petty Crime (e.g. meat, batteries, seafood & alcohol)
- Professional thieves will target luxury gifts such as beauty products & branded toys

### Recycling Bags

Now a common site in shopping centres, thieves will fill the bags with stolen goods and pretend the items have been previously purchased

### Prams

Stolen items can sometimes be hidden in prams

### 'Wrapped' Gifts

Thieves will sometime use false 'gifts' to hide stolen goods.

### Gift Cards

Online fraudsters posing as authorities such as the Australian Tax Office, will sometimes trick people into purchasing large amounts of gift cards to 'pay off' a debt.



# COULD YOU SPOT A COUNTERFEIT BANKNOTE?

Always check a range of features – don't rely on only one or two

## It can be useful to compare a suspect banknote with one you know is genuine and look for differences

All Australian banknotes have similar security features, though their location can vary on the banknote.

### 1 Is it plastic?

Australian banknotes are printed on plastic and have a distinct feel. A suspect banknote may feel excessively thick or thin compared to a genuine banknote. It is difficult to start a tear along the edge of a genuine banknote. You can also try scrunching the banknote in your hand – a genuine banknote should spring back.



### 2 Look for the Coat of Arms

If you hold the banknote to the light, you should see the Australian Coat of Arms.



### 4 Check the clear window

The clear window should be an integral part of the banknote and not an addition. Check that the white image printed on the window cannot be easily rubbed off. Also look for the embossing – there is a wave pattern in the window of the \$10 banknote, and the value of the banknote in the windows of \$20, \$50 and \$100 banknotes.

### 3 Look for the star

Diamond-shaped patterns are printed inside a circle on both sides of the banknote.

If you hold the banknote up to the light, the patterns should line up perfectly to form a seven-pointed star.



## Other security features to check if you suspect a banknote might be counterfeit

### 5 Feel the dark printing

It is produced with a special raised ink that can be felt with your finger.

### 6 Check the print quality

The background printing should be sharp. Check for irregularities such as less clearly defined patterns, thicker or thinner lines, or colour differences.

### 7 Look for the microprinting

Under a magnifying glass you will see tiny, clearly defined words on the top left corner of the \$5 banknote and near the portraits on the other banknotes.



### 8 Look at the banknote under UV light

Most of the banknote should not fluoresce. The exceptions are the serial numbers, a patch on the \$5 banknote and a patch on the \$20, \$50 and \$100 banknotes that also shows the value (e.g. 50).



RESERVE BANK OF AUSTRALIA

## DEALING WITH SUSPECT BANKNOTES

It is an offence to knowingly possess counterfeit banknotes. Suspect banknotes should be given to State or Federal police. If they prove to be genuine banknotes, you will receive full value for them.

If you come across a banknote that you suspect is counterfeit:

- Handle the suspect banknote as little as possible and store it in an envelope.
- Note any relevant information, such as how it came into your possession.
- Report the matter immediately to State or Federal police.

You are well within your rights to refuse to accept a banknote if you have concerns about it.

Under no circumstances should you take actions that may jeopardise your safety or that of others.

## COMMON MYTHS ABOUT BANKNOTES

**Myth** Banknotes without the printed name below the portrait are counterfeit.

**Fact** A banknote without the name of the person below the portrait is not necessarily counterfeit. Printed names were added to Australian banknotes from 2002. This was done to help the public identify the people that our banknotes feature.

To determine the year a banknote was produced, look at the first two numerals of the serial number e.g. 99 means the banknote was printed in 1999, while 03 means the banknote was printed in 2003.

**Myth** The Governor's signature is always above the Secretary to the Treasury's.

**Fact** The order of the signatures on Australian banknotes was changed in 2002. Since then, the Governor's signature has been printed above that of the Secretary to the Treasury.

### FOR MORE INFORMATION

Call: 1800 633 220

8.30 am – 5.00 pm, Monday to Friday

Email: [banknotes@rba.gov.au](mailto:banknotes@rba.gov.au)

Website: [banknotes.rba.gov.au](http://banknotes.rba.gov.au)

## AUSTRALIA'S BANKNOTES

Counterfeit Detection



# In the event of an attack

## What you do matters.

[www.nationalsecurity.gov.au](http://www.nationalsecurity.gov.au)



The chance of being caught up in an attack is low. It is important that you think about how you should respond. What you do matters. Following this advice can save lives.

### Active armed offender attacks

An offender or multiple offenders actively attacking people. Weapons include guns, knives or other objects. There are **3 words** for keeping safe in an attack:

# ESCAPE.HIDE.TELL

### What you can do to prepare

- Be aware of your role and responsibilities within our emergency evacuation plans.
- Be aware of evacuation routes, including identifying alternative routes.
- Consider how you will communicate evacuation routes to people during an incident.
- Think about how you can apply the **ESCAPE. HIDE. TELL.** principles to your business.

Resources to help your business. Visit [www.nationalsecurity.gov.au](http://www.nationalsecurity.gov.au)



- If you see a safe route, **ESCAPE.** Move quickly and quietly away from danger.
- Tell others not to enter the area, but only if it doesn't put you in any danger.
- Take your mobile phone.
- Do not let your belongings impede your ESCAPE.
- Move as far away from the danger area as possible.



- If you are unable to escape, **HIDE.**
- Stay out of sight and silence your phones.
- Move away from doors and remain quiet.
- Try and put a sturdy physical barrier between you and the offender.
- Help others but only if it does not put you or others at risk.
- Constantly review the situation and your options based on the best available information.



- When it is safe to do so, **TELL.**
- Call the police by dialling Triple Zero (000) when it is safe.
- You may be asked about your location, surroundings, the attackers and the events that have occurred.
- You may be asked to stay on the line and provide further information that the operator requests or if the situation changes.

# Policebeat Newsletter | Christmas Edition 2024

## Providing Accurate Descriptions

### Describing a Person

When giving a description, it is important to try to build a complete picture of the person from head to toe:

- Gender and age group
- Body frame size
- Haircut and colour
- Clothing (don't forget their shoes!)
- Any distinguishing features such as scars, tattoos or glasses
- Location and direction of travel

### Describing a Vehicle

If a vehicle is being used during a crime or suspicious behaviour, it is important to take note of the following:

- Vehicle registration
- Colour
- Make & model
- Any damage or rust
- Any distinguishing signs or text
- The direction of travel of the vehicle

## Giving a good description

Community safety and crime prevention is everyone's responsibility. You can assist police by providing a good description of anyone you see committing a crime or acting suspiciously.



## Key Actions for Retailers & Staff

- Keep the Centre's key emergency contact numbers handy
- Report all theft & suspicious activity (as soon as possible)
- Provide accurate descriptions
- Provide your staff with regular training to ensure they stay up-to-date with your business security practices and procedures.
- Ask to check customer bags prior to the exiting to the store (if your company policy allows this)
- Report any maintenance issues to your head office that will assist in limiting store theft, e.g. if the following is not working properly:
  - Lights
  - Store CCTV
  - Theft prevention system (security tags)
- Consider installing deterrent signage, e.g. **CCTV in use, we reserve the right to check bags upon exiting the store.**
- **REMEMBER:** Great Customer Service will deter many opportunistic thefts! Make eye contact when greeting customers – a genuine customer will appreciate the acknowledgement; a thief will know they are being watched.

## Key Centre Emergency Contacts

### Centre Security

**0428 033 143**

Available 24 hours a day/ 7 days a week

### Policebeat

**0408 190 075**

If unanswered, call Centre Security

### Policelink

**131 444**

For reporting non-urgent crimes

### Caneland Central Customer Service Desk

**07 4944 7111**

For all general enquiries

### EMERGENCIES

**000**

Please dial 000

for emergencies







## CENTRE MANAGER'S REPORT

Firstly, our congratulations to Ally Fashion and Terry White Pharmacy for completing such beautifully fresh refurbishments! They look great and really compliment the surrounding retailers!

As the festive season approaches, it's time for the Centre to fully embrace the holiday spirit and capitalise on the busiest shopping period of the year. With the Centre transforming into a Christmas Wonderland, complete with traditional decorations, twinkling lights, and the magical Santa set, Candy Cane-land, the atmosphere will be buzzing with excitement. This is the perfect opportunity to build on the Christmas spirit with festive promotions to align with the joyful mood. By enhancing the customer experience and tapping into the season's spirit, collectively the Centre can drive foot traffic and boost sales, making the most of the holiday rush.

**MARK FARQUHAR**  
Centre Manager



## RETAILER OF THE MONTH

**Retailer of the Month** is awarded to a business who has excelled in sales, store presentation, trading hours, customer service and community engagement.

September - M Hair & Co.



Congratulations to the team at  
**M Hair & Co.,**  
Retailer of the Month for  
**September 2024!**



October - PTC (Kiosk)



Well done to the team at  
**PTC**  
(Kiosk - gnd. flr.)  
Retailer of the Month for  
**October 2024!**



## KEY DATES

### Charity Gift Wrapping

Saturday 9 November - Christmas Eve  
📍 Target Court & 📍 opposite JB Hi-Fi (lvl 1)



### Santa's Arrival Weekend

16 & 17 November  
\* Christmas Concert & Centre Parade 📍 Target Court  
\* Elf Express & Santa Mail Grand Opening 📍 Lvl 1, next to Smiggle



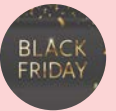
### Santa Photos | Family + Pet + Sensitive Santa

📍 November - 24 December  
Centre Court



### Black Friday Week Activations & Sales

Monday 25 - Saturday 30 November  
*Normal trading hours for the Centre. Some stores may have extended trade hours, these will be listed on our website.*



### Extended Trading Hours

14 - 26 December



### School Holidays

(Private Schools commence 7 December)  
14 December - Monday 27 January



### Christmas Craft

14 - 20 December  
📍 Target Court



### Carols 'N' Candy

16 December - Christmas Eve  
📍 Centre wide



### Christmas Day (Public Holiday)

25 December  
Centre Closed



### Boxing Day (Public Holiday)

26 December  
Centre Hours | 9am - 4pm (extended trade)



### New Years Day (Public Holiday)

1 January 2025  
Centre Hours | 10am - 4pm



### January School Holiday Activations

11 - 24 January 2025  
📍 Centre Court



### Australia Day (Public Holiday)

Sunday 26 & Monday 27 January 2025  
Centre Hours | 10am - 4pm



### Back to School

Tuesday 28 January 2025



## OPERATIONS

### CANELAND OPERATIONS TEAM

**Herbert Colls**  
Operations Manager



**Julie Wano**  
Assistant Operations Manager

**Laura Camilleri**  
Operations Coordinator



## SAFETY MESSAGE

As we start our final run into the festive season, there will be no doubt your head office team will start sending more and more stock to ensure the store is ready for the onslaught of customers.

As this new stock arrives, please keep in mind how and where this new stock is being placed and stored. Stock (boxes) need to be kept at least 500mm below the ceiling to allow the sprinklers located above your shelving units to operate correctly. This also includes any stock on the trading floor.



## WELCOME TO THE CENTRE

Since our last newsletter there have been several stores that have completed a face lift and opened with a fresh new look.

### HEADSPACE

We're excited to welcome **Headspace Mackay** to Caneland Central! Now open in the former NDIS and Cotton On Kids space on level 1, this new location boasts an impressive area with 20 rooms and dedicated breakout spaces. Headspace Mackay provides FREE, confidential counselling services to young people aged 12-25 years across the Mackay region. Operated by North and West Remote Health, all services are funded by the Australian Government Department of Health and Aged Care, with administration managed locally by the North Queensland Primary Health Network.



### TERRYWHITE CHEMMART

Terry White Chemmart has officially reopened its doors, offering a refreshed and modernised shopping experience for all your health and wellness needs. With a newly designed layout, an expanded range of healthcare services, and a focus on personalised care, the store is set to better support the local community.



### LENARD'S CHICKEN

We're excited to announce that Lenard's Chicken has reopened in the Coles Mall with a fresh new look! Since 1987, Lenard's has been crafting the finest handmade chicken products for Australian families. Every meal is made with care and dedication, allowing you to share the love with family and friends. Pop in to see the newly refurbished store and explore their delicious range!



### ALLY FASHION

Ally Fashion, one of Australia's largest fashion retailers known for quality and affordable women's clothing, has reopened its Caneland store with a fresh new concept! Since first opening in 2001, Ally has expanded to over 150 stores nationwide and developed a strong online presence, delivering to over 70 countries. The Caneland store, originally launched in 2011, has been one of the most successful in Queensland, and now welcomes shoppers to explore the latest styles in a newly refurbished space aligned with Ally's updated brand image.



## RETAILER ENGAGEMENT

As we move into a busy period, please keep an eye out for all memos and updates being distributed. It's essential we stay informed and aligned to provide the best possible service during this time. Your attention to these communications will ensure we're all on the same page and able to handle the increased activity smoothly. Thank you for your focus and commitment!

**Samantha Self**  
Retail Manager



## COMING SOON

### TARGET MALL PLAYGROUND

To make way for the new Annees Viet which will be located in the Target Court area, the playground has been temporarily relocated to the previous Sanity site on the corner, opposite Boost Juice. This playground is a temporary solution for our little shoppers whilst we build a new playground. The playground has been designed with a look to connect to the local area of Mackay & The Whitsundays. The installation date for the new playground will be in March 2025.



## MARKETING

### CANELAND MARKETING TEAM

**Lianne Gee**  
Marketing Manager



**Laura Goldsworthy**  
Marketing Coordinator

## MONTHLY MARKETING WRAP UP

### Halloween - Graveyard Shift

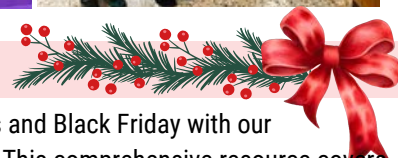
With 38 stores participating and over 1,200 customers joining in for trick-or-treating, the evening was full of excitement, laughter and spooky fun. From creative costumes to delicious treats, it was truly a memorable night for all. We're deeply grateful to our retailers for being a part of this event, and we're looking forward to bringing even more festive celebrations as we move into the Christmas season!

As promised, here are our retail winners for embracing the Halloween spirit:

- Muffin Break (Coles Mall)
- Body Haven Massage
- Looksmart
- Jamaica Blue



## UPCOMING EVENTS



Stay in the know this Christmas and Black Friday with our **Festive Season Trading Guide!** This comprehensive resource covers everything happening in the Centre over the coming months, from extended trading hours to special events and key operational information. Be sure to check it out to make the most of the festive season!

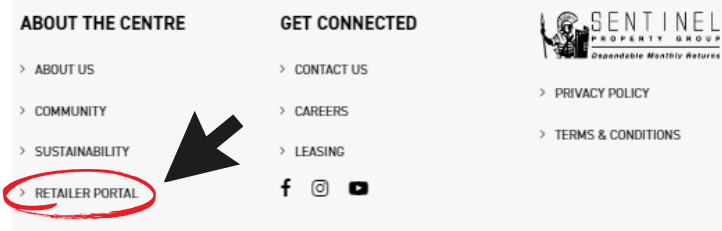
## NEW RETAILER PORTAL - Keep in touch

Missed a Centre update, can't find that Newsletter? Now, you can access all recent Centre Management communications and essential Retailer Information on the Retailer Portal. **HOW?**

**1.** Visit [canelandcentral.com.au](http://canelandcentral.com.au) **2.** Scroll to the bottom banner on the homepage. **3.** Click the **RETAILER PORTAL** button.

**4.** Enter the password **C@neland24**

Your feedback is always welcome!



## CANELAND CENTRAL CONTACTS

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**Security | 24 hours**  
0428 033 143

**Customer Service Desk**  
07 4944 7111 | [customerservice@canelandcentral.com.au](mailto:customerservice@canelandcentral.com.au)



# CHRISTMAS UPDATE FORM

IF YOU'RE NOT SURE WHAT DETAILS WE HAVE ON RECORD, PLEASE COMPLETE THIS FORM ANYWAY SO WE CAN ENSURE EVERYTHING IS UP TO DATE

## Retailer Contacts Form – DETAILS UPDATE



If your store contacts change during your lease, please complete this form and deliver it to the Customer Service Team asap to ensure the Centre Management database it up to date for essential communications.

**STORE DETAILS** – please complete **all details** in this section.


STORE NUMBER:		STORE NAME:	
STORE PHONE NUMBER (For Customers):		TODAY'S DATE:	
STORE EMAIL ADDRESS:			


**CONTACT DETAILS UPDATE** - Only complete the details of the area/s that **have changed** below. There's no need to complete a section if there has been no change to that area.


ROLE	NAME	POSITION / COMPANY	BUSINESS/STORE PHONE	MOBILE (EMERGENCY/ AFTER HOURS PHONE)	MANAGER EMAIL ADDRESS
STORE MANAGER:					
2IC NAME:					
3IC:					
LEASE CONTACT:					
INSURANCE (PLI):					
SALES:					
MARKETING CONTACT: (LOCAL AND NATIONAL)					
OTHER:					

# Staff Parking Map



 Level 2 & Level 3 roof-top of the Myer multi-deck car park (all bays, excluding Disabled, Seniors & Parents with Pram spaces)

 Area 1 Perimeter bays on upper level of western car park (excluding Disabled, Seniors & Parents with Pram spaces)  
Area 1 is linemarked in GREEN

 Area 2 Rows 19 to 24 on upper level of western car park (the car park bays are line-marked in yellow, excluding Disabled, Seniors & Parents with Pram spaces)  
Area 2 is linemarked in GREEN