

seasons *living*

Winter 2024



APPLYING FOR
A HOME CARE
PACKAGE

OUR FURRY
RESIDENTS

INTERIOR
DESIGNING
SECRETS

CARE
SPOTLIGHT

Welcome

Welcome to the latest edition of Seasons Living magazine. Seasons is proud to offer an integrated business that creates safe, vibrant, and caring communities where people can age with independence, comfort, and grace. Furthermore, our Strategic Plan focuses on making beautiful homes with quality care for senior Australians. As Executive Manager of Care, I oversee the safety and quality of care across Seasons' Home Care, Day Respite, and our newest offering - Mango Hill Residential Aged Care called Care Suites.

With two decades of industry and regulatory experience in aged care across Australia including tenure at the Aged Care Quality and Safety Commission, I've witnessed significant changes in the sector. Currently, Australia is undergoing crucial reforms aimed at enhancing the wellbeing and dignity of our elderly population. These reforms mark a pivotal moment in improving safety and quality, enhancing regulation, boosting funding, and expanding workforce capacity. The goal is to empower older Australians with more choice and control over their care, while respecting their rights and preferences. This is positive news for older Australians. Behind the scenes, a substantial effort is underway to ensure that Seasons is well placed to deliver on its commitment to implementing and upholding the aged care reforms; placing the wellbeing and dignity of our residents at the core of our purpose.

In our Seasons retirement villages, we are proud to offer residents the opportunity to have home care and support services when they need extra support. As we age, a helping hand can make a world of difference in achieving that goal. Seasons' personalised and flexible care and support services empower our residents to maintain independence in their home and the community they love for as long as possible. However, navigating care can be daunting. With the support of our onsite Home Care Team it needn't be.

From identifying support needs and accessing suitable government funding, to facilitating access to tailored assistive services, our professional team is here to help, every step of the way. We're a trusted adviser, offering tailored advice around your care – we're here to take the hard work out of connecting with My Aged Care – we help you understand, access, and maximise Government funding – We help you tailor a support plan that complements your needs and lifestyle – we're there as your situation changes, connecting you to the help you need.

As Seasons grows its market leading retirement villages, we are proud to keep our current and future residents at the heart of everything we do. This is why we have a dedicated focus on growing and expanding our care offering and building more integrated residential aged care facilities to meet the needs and expectations of older Australians, as well as upskilling and training our care workforce. We also now offer flexible residential aged care care driven by the needs of our residents. You can find out more about Seasons future growth plans, by downloading a copy of the Seasons Strategic Vision at seasonsliving.com.au

To our amazing employees - thank you for contributing tirelessly each day to create exceptional experiences, provide care, and offer support to our cherished residents. Your dedication makes an immeasurable difference to the wellbeing and lives of those we look after.

Shannon Phillips
Executive Manager Care

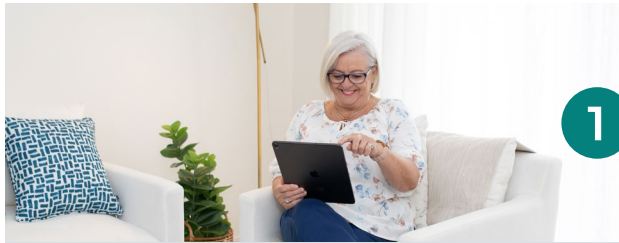


For more information about the Seasons care services, contact your Care Manager or email

✉ info@seasonsliving.com.au

Applying for a Home Care Package

A Home Care Package is a government-funded program designed to provide older Australians with the necessary support and assistance to help them live independently for as long as possible. It is a tailored package of services that can include a range of supports such as personal care, nursing care, assistance with household tasks, transport and more. Refer to our step-by-step guide below to check if you are eligible for a Home Care Package.



1

Check eligibility with My Aged Care



2

Book an ACAT assessment



3

Find out your assessment outcome



4

Compare providers



5

Meet with a Seasons Home Care representative and design a care plan that meets your needs and budget.



6

Start receiving Seasons Care

If you would like to discuss your care needs and take the first step in applying for a Home Care Package, please contact our Seasons Care Team at info@seasonsliving.com.au



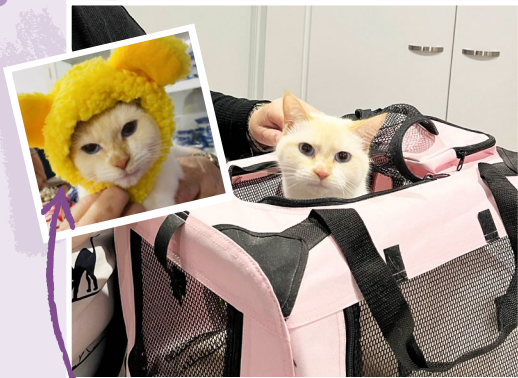
Meet our furry residents

At Seasons, we understand the remarkable benefits pets offer seniors. Our furry friends not only provide companionship, but also supply us with a sense of purpose and endless joy.

Studies have shown there are also abundant health benefits associated with pets as they promote daily exercise and lower levels of stress, anxiety and depression.

Despite the trials which may arise in life, pets emerge as steadfast allies, serving as silent confidants and sources of unconditional love.

From playful pups to cuddly cats, the bonds between our lovely residents and their sweet pets, are undeniably strong. Here are just some of the heartwarming pet lover moments we captured at our Seasons communities.



Peggy with her cuddly and playful rescue cat Strudel.



Mango Hill resident Bruce with his loyal pup Harley.



Maureen and her dog Frankie keeping warm in the Mango Hill dog park.



Dennis and Edna with Dougie, who has been part of their family for 15 years.



Donald and his cat Brittney taking advantage of the sunny weather.



Chat with Care Manager Ali Quinlan



Working in the residential, home and aged care industry for more than two decades, Ali Quinlan has always loved helping others. A little over six months ago, Ali was appointed as Care Manager at Seasons Living Mango Hill and has not looked back since.

A fundamental aspect of Ali's role is assisting residents with Home Care Packages – a government-funded aged care service provided to older Australians in their own homes. These packages can cover anything from personal care and domestic duties, to complex needs.

Q&A WITH ALI:

Q. How long have you worked at Seasons Living and what does your role involve?

A. I joined the Seasons Mango Hill team just over six months ago. Whether it be staff, residents or family members, the focus of my role as Care Manager is people management. Compliance is also a large part of my role and supporting our Care Partners.

I really like to lead by example, so I would not ask anyone on my team to do anything that I would not do myself. We had a few staff members off sick this week, so I surprised some of the residents when I arrived at their door to administer medication, apply compression stockings and assist with hoisting. At one point, I was even wearing a hair net and handing out dinner rolls – but I tend to leave the cooking to the professionals.

Q. What are the most common barriers people face when applying for a Home Care Package?

A. The application process can be difficult to navigate, but we are here to help. Our friendly team assist residents to register with My Aged Care, explain the requirements and really support the individuals throughout the process.

Another common barrier is the assumption you will not be eligible for a home care package, when all our residents are entitled to apply for one.

Q. What is your key advice for anyone navigating the process of signing up to a Home Care Package for the first time?

A. Reach out to us because the Seasons Care Team are experts in this area and can provide you with the right information to simplify the process. We understand asking for help can be hard, but we are here to support you.

We recommend applicants to consider their worst day in terms of aches and pains, who would assist you and with what daily tasks, as these factors will help to determine the level of support required. As the process can be lengthy, we also encourage forward planning – what level of assistance do you think you will need in six to nine months' time?

Q. What do you love most about your job?

A. The care team here at Seasons Mango Hill is phenomenal. The way we support and collaborate with one another is amazing. Reports from our residents and other co-workers about the care team have been really positive.

I love educating others about Home Care Packages and catching up with residents to ensure their documentation is up to date.

“Helping residents to gain the support they deserve is something we always celebrate – that is awesome.”

For more than two decades, I have worked in this industry. I have experience in retirement living and aged care, but there is just something I really love about home care... it is the best of both worlds and I feel very lucky to be here.

Q. How do you balance the needs of residents and family members?

A. If residents would like family members to be involved in their home care needs and decision-making, the first step is to ensure a power of attorney is appointed.

Ultimately, communication is key, so we always keep our residents informed every step of the way.

Q. When you are not working as the Seasons Mango Hill Care Manager, where would we find you?

A. I am currently renovating my house, so probably laying flooring, but I also have two sons, two dogs and one cat, so life is always busy.

My youngest son just got his driver's licence, so I have officially retired from being a supervisor. Now the 100 hours of driving are done, I am looking forward to relaxing and having a meal at the pub – my son can repay the favour and pick me up.

Life at Seasons

MANGO HILL

The social calendar for residents at Seasons Mango Hill has been packed to the brim with everything from Zumba dance classes and gardening groups, to exploring the beautiful Moreton Bay region.

Close to 70 residents attended an Anzac Day service led by Kallangur-based 'Legatee' Ian Grant, to recognise the contribution of the brave men and women who served Australia and New Zealand. Residents wore medals with pride and laid wreaths during the service, before gathering for morning tea.

Members of the weekly gardening group have continued to brighten up the surroundings of the Mango Hill community with new additions to the stunning onsite gardens. The group meets at 10.30am every Thursday in the outdoor area near Building A and the 'birdcage'.

Those looking to keep fit and active attended Zumba sessions, which are held several times a week and delivered by popular trainer Kelly.

While there is always plenty of fun to be had at the Mango Hill community, our residents also adore the special outings available on the lifestyle calendar. During the month of May, groups visited Theo's Garden Centre, Lifeline, Soul Op Espresso and North Lakes Sports Club.

The walking group took the scenic route when they strolled around North Lakes, Mango Hill and Capestone, before enjoying a sweet treat at a local cafe.



MANGO HILL CARE SUITES

Residents of the Seasons Mango Hill Care Suites (residential aged care facility) travelled back in time and relived special memories when they examined museum kits filled with fashion and kitchen appliances from the 50s. The kits also included school documents from the bygone era and Indigenous artefacts.

Groups ventured out for a seaside escape, when the Seasons bus took them on a trip to Scarborough. Residents had morning tea while enjoying the stunning waterfront view.

Mother's Day celebrations involved decorating baked goods and enjoying a delicious afternoon tea with loved ones.



SINNAMON PARK

Our lovely residents and their families celebrated Mother's Day in style this year, with a delicious high tea.

On April 25, the Seasons Sinnamon Park community gathered for an Anzac Day service to honour those who have selflessly served the nation in wars and conflicts.

Children and parents from the Riverlife Church school holiday program attended the Seasons Sinnamon Park community and met residents.

Residents and green thumb experts Ross and Kate have been working hard to keep the raised garden beds looking beautiful. The fresh herbs Ross grows are often used in the delicious meals cooked by our talented team of chefs and cooks.



WATERFORD WEST

It has been a busy time for residents at Seasons Waterford West with an Anzac Day service, Mother's Day celebrations and miniature golf outings.

Our resident Mums were treated to a Gold Class Cinema experience to mark their special day, with the screening of Mother's Day starring Julia Roberts – and plenty of movie snacks of course!

Beautiful handmade gifts were a hit at the Mother's Day Markets, with our talented residents selling crochet bears, toys, blankets and more.

For the social butterflies of the community, there are always ample daily activities on the agenda with Gold Class movies at the onsite cinema, Tai-Chi sessions, trivia, peaceful walks to the tranquil lagoon and trips to the local shops and pool.

We have plenty of upcoming events to mark on the calendar, with a men's trip to Bribie Island, day of Ten Pin Bowling for the ladies and an outing to an interactive art gallery, planned.

Music and food lovers were overjoyed with luncheons for Italian Day and Queensland Day.



A De-sign of the Times

While you may not recognise her name at first, Rhondda Devin's projects have likely caught your eye.

The talented interior designer has been the creative force and visionary behind the interiors of Seasons Living for more than 30 years.

With a natural ability to combine the perfect colour palettes and textures, Ms Devin and her expertise can turn a bare canvas into a dream home, with the perfect balance of design elements and decor.

"There have been times where I've spent months searching for just the right fabric and the same with carpet... you just keep looking until you find it," she said.

"When you're doing interior design work for other people, you have to think about them and how they're going to live because what you give them may not represent what you like."



Among the interior designers' impressive portfolio is the second phase of Seasons at Mango Hill – a project which has left an ever-lasting impression on her.

A master of her trade, Ms Devin's work at the prominent Moreton Bay location has proven to be game-changing for retirement living and truly defined the aesthetic of the Seasons Living community.

"I love going back to Mango Hill," she said.

"The spaces are so calming and beautiful."

Despite the designer's many triumphs, not every project is as seamless as one may hope, with the occasional setback, such as misjudged roof colours and fabrics which do not appropriately fit the space.

Ms Devin is currently working on design projects for the second stage of Sinnamon Park and future planning for the Holland Park site.

Make your space cozy this winter



Our Communities

SALES COMMUNITIES

MANGO HILL

28 Akuna Way,
Mango Hill, QLD

Sales Enquiries:

📞 Julie on
0411 654 026



SINNAMON PARK

147 Oldfield Rd
Sinnamon Park, QLD

Sales Enquiries:

📞 Chris on
0472 878 783

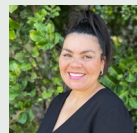


WATERFORD WEST

881 Kingston Rd
Waterford West, QLD

Sales Enquiries:

📞 Nicola on
0439 389 849



RENTAL COMMUNITIES

BRIBIE ISLAND

44/46 Melrose Ave,
Bellaara, QLD



CALOUNDRA

30 Baldwin Street,
Golden Beach, QLD



EASTERN HEIGHTS

44 Grange Road,
Eastern Heights, QLD



KALLANGUR

1321 Anzac Ave,
Kallangur, QLD



REDBANK PLAINS

15 Argyle Street,
Redbank Plains, QLD



RENTAL ENQUIRIES

For any rental enquiries please
contact us on:

✉ rentals@seasonsliving.com.au

Visit our website:

🌟 seasonsflexi.com.au



Home Care available at Mango Hill, Sinnamon Park, Waterford West, Bribie Island, Caloundra, Kallangur and Redbank Plains.

Open Real Estate



MANGO HILL



2 Bedroom Apartments
from \$469,000

- 2 Bedroom
- 2 Bathroom
- Laundry
- Lounge Room
- Kitchen
- Balcony/Patio

SINNAMON PARK



2 Bedroom Apartments
from \$485,000

- 2 Bedroom
- 2 Bathroom
- Laundry
- Lounge Room
- Kitchen
- Balcony/Patio

WATERFORD WEST



2 Bedroom Apartments
from \$385,000

- 2 Bedroom
- 2 Bathroom
- Laundry
- Lounge Room
- Kitchen
- Balcony/Patio

- Meals prepared fresh
- 24/7 onsite care
- Pet friendly
- Vibrant lifestyle calendar

To book a tour, visit seasonsliving.com.au



We Welcome Feedback

At Seasons, we recognise that feedback provides a valuable opportunity to improve. We welcome all forms of feedback. If you would like further information regarding our complaints management approach, please speak with the Community Manager or email info@seasonsliving.com.au
















Charter of Aged Care Rights



I have a right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspect of my daily life, financial affairs and possessions;
9. my independence
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Support Services:

 Older Persons Advocacy Network	 1800 700 600	 opan.org.au
 My Aged Care	 1800 200 422	 servicesaustralia.gov.au
 The Aged Care Quality and Safety Commission	 1800 951 822	 agedcarequality.gov.au
 NDIS	 1800 035 544	 ndiscommission.gov.au
 ARQRV	 1800 951 822	 arqrv.org.au

ARQRV is a government-recognised agency for retirement village residents and can help provide support and advice to residents for a membership fee. Please contact ARQRV for further details.