

seasons *living*

Autumn 2025



THE CREATIVE
WORLD
OF JUNK
JOURNALS

WHAT NEW
AGED CARE
ACT MEANS
FOR YOU

HOW THESE
TEDDY BEARS
TACKLE
TRAUMA

EX-JOURNO
SHARES
INDUSTRY
SECRETS

Welcome

Happy New Year and welcome to the Autumn edition of our Seasons Living Magazine!

For those of you who I have not yet met, I am the Seasons Business Systems (IT) and Project Manager. While I am primarily based at the Support Office, you may occasionally see me at the communities too.

I started my employment with Seasons five years ago. At that stage I was working in the Marketing department. I love working for Seasons as the organisation is very encouraging of career progression and professional development.

My role is heavily focused on problem-solving and developing initiatives which promote continuous improvement. There is a lot of team work involved in this and many solutions are determined alongside the dedicated teams at each community, who I always enjoy meeting with on my travels.

It has been amazing to witness the growth of the organisation. Whether it be the development of new buildings and stages in our vibrant communities or being part of pivotal projects which have helped shape the operations and team culture of Seasons.

This includes helping with the implementation of the Dietary Care Software (DCS) for resident meal ordering and a new HR and payroll platform for the business. Another exciting milestone was introducing the digital Contractor Management System and sign-in stations at each community to ensure compliance.

The highlight of my role is hearing about the positive outcomes these projects have had on the residents and staff members of Seasons. Knowing I am contributing to improving the experience of others is very rewarding. It is such an exciting time for Seasons with more projects on the horizon with the aim being to create more efficient processes and technical upgrades. I look forward to sharing updates on these initiatives in the near future. If you see me at a community, please feel free to come say hi.

Wishing you and your loved ones a joyful, safe and prosperous 2025.

Brittany Smith
Business Systems &
Project Manager

B. Smith



Thanks For Stopping By

When you choose Seasons to be your home, we want to ensure it is the perfect fit. That's why we are holding free information sessions at our communities to provide prospective new residents with all the details, answer questions and offer an insight into life at Seasons.

We recently held one of the events at Waterford West with subsequent sessions planned at Mango Hill and Sinnamon Park.

Legal, financial and home care package experts were invited to present at the session and answer questions for anyone considering independent retirement living.



Join us!

Mango Hill:
4 March

Sinnamon Park:
11 March



Take a look at our upcoming events at seasonsliving.com.au/events



Trash to Treasure: Inside the Art of Junk Journaling

When it comes to craft, Seasons resident Peggy Sowden is a rebel - with a creative cause.

The handmade enthusiast discovered the art of Junk Journaling more than a year ago, after she attended sessions offered through the Seasons Mango Hill Lifestyle Calendar.

While the roots of Junk Journaling go as far back as the 19th Century, the creative activity has had a resurgence after recently trending on Google and social media platforms.

Similar to scrapbooking but with a 'twist', Junk Journals encourage makers to repurpose items such as food packaging, envelopes, photographs, gift wrapping and other embellishments.

Serving as a freeform visual diary for individuals to unleash their creativity, document their thoughts or store their memories, Peggy said the possibilities of Junk Journals are endless.

"The beauty of Junk Journaling is there are no rules - you can do absolutely anything and everything," she said.

"It's fun, it's all about recycling and it's addictive... and when I say addictive, I mean it's really addictive!"

"What I love most about Junk Journaling is the feeling of achievement you get with the end result and showing it to others."

Peggy transforms an old cookie or cereal box into a stunning journal by lining it with fabric and lace, and filling it with pages.

Since taking up the hobby, the Seasons resident has made an Alice in Wonderland, French and plant themed journal, and has already started brainstorming her next project.



Sourcing materials from op-shops and discount stores, Peggy also upcycles items from around her own home, which would otherwise be discarded, turning trash into meaningful treasure.

While some first-timers may find the task of piecing pages together overwhelming, Peggy recommends no planning as “it tends to just happen” and firmly believes there are no mistakes with Junk Journalling.

“If you decide you don’t like a page, just stick something else over the top of it, but you will soon find your groove and feel a little more confident,” she said.

“People have such incredible imaginations and it’s amazing to see what they create.”

While Peggy admits it depends on the individual’s level of enthusiasm and the thickness of the journal, it usually takes her a month or so to complete one.

In addition to the environmental benefits it offers, Junk Journalling is also an affordable hobby, reminder to appreciate the small things, mindfulness tool and great way to reduce stress and anxiety.

PEGGY’S TOP TIPS TO GETTING STARTED:

1. Grab some cardboard, coloured paper, glue, a ruler and a pair of scissors, as well as any unique embellishments you wish you add to your journal.
2. Decide on a theme or purpose of the journal when sourcing your items.
3. Play around with different textures, colours and layers. Remember there are no rules with Junk Journals!
4. Start journalling and have fun!

Junk Journal Starter Kit

Alphabet Stickers from spotlightstores.com



Washi Tape from spotlightstores.com



Spiral Notebook from kmart.com.au



Fineliner Pens from cottonon.com/AU



Ribbons Assorted Pastels from officeworks.com.au



Paper Pad from spotlightstores.com

Craft Desk Caddy from kmart.com.au



Newspapers from local newsagency

Materials Checklist:

- Postcards
- Photos
- Book pages
- Music paper
- Envelopes
- Wrapping paper
- Ribbon
- Cards
- Train & bus tickets
- Receipts
- Food packaging
- Buttons
- Napkins
- Newspapers
- Magazines
- Fabric
- Maps
- Stickers
- Stamps
- Beads
- Letters
- Playing cards
- Fruist stickers

Extra tip: Op-shops and discount stores are great places to source materials without the hefty price tag!



Aged Care Reforms: Navigating Change Together

The Australian Government's Aged Care Bill 2024 marks a major step toward a new Aged Care Act, set to take effect on July 1, 2025.

These reforms aim to improve care quality, strengthen oversight, and enhance the rights of older Australians. A key change is the Support at Home (S@H) program, replacing Home Care Packages and Commonwealth Home Support with a simpler, fairer system offering faster access to services and better end-of-life care.

At Seasons, we support these positive changes but acknowledge that many details are still unfolding. Our commitment is to ensure residents, families, and staff are well-informed and prepared for the transition.

HOW SEASONS IS SUPPORTING YOU

We will:

- ✓ Host information sessions to explain the reforms and answer questions.
- ✓ Provide regular updates on how changes may affect residents.
- ✓ Equip staff with training to meet new care standards.

Stay Informed

We encourage residents and families to stay updated through trusted sources like the Department of Health and Aged Care and the Aged Care Quality and Safety Commission.

Seasons is here to navigate these changes with you, ensuring the best possible care now and into the future. For more information, speak with our team or visit seasonsliving.com.au

Timeline and Key Dates

**JANUARY
2025**

Award wage increases for Aged Care Workers

**1 JULY
2025**

New Aged Care Act changes will be implemented and replace current Act

Introduction of the new Support at Home Program

Introduction of Supported Decision-Making. Older people will be able to register one or more people of their choice to assist them in their decision-making under the new Act

**AFTER
JULY 2027**

The Commonwealth Home Support Programme will transition to the Support at Home Program at a later date



FAQs: Everything You Need To Know About the New Act

Q: What is the new act?

A: The new Aged Care Act was introduced after the Royal Commission submitted 60 recommendations to improve the lives of older Australians. The new act will focus on improved safety and aged care quality standards. A Statement of Rights will also be available for older Australians receiving aged care services. With a focus on enhancing the autonomy and dignity of seniors, these changes are designed to empower individuals by encouraging them to vocalise inappropriate or unfair treatment. The new Act will also launch the Support at Home Program to ensure older Australians can stay at their own home for longer.

Q: What is the Support at Home Program?

A: The Support at Home Program will offer improved access to care services, equipment, and home modifications to promote a healthy, active and social lifestyle for older Australians. Catering to individualised needs, the initiative will also focus on early interventions and providing higher levels of care for people with complex needs. Dependent on funding and assessment results, services covered by the program will include nursing, nutrition, care management, personal care, domestic assistance, transport, home modifications, assistive technology, social and community engagement, respite, allied health and other therapeutic services.

Q: Why are these reforms important?

A: The current Aged Care Act was deemed outdated and no longer sufficient by the Royal Commission, as it focused around providers and funding, rather than the individuals who require care, access to services and their specific needs.

Q: When will the new act be implemented?

A: The proposed Aged Care Bill was passed through Parliament in late 2024 and the reform changes will come into effect from 1 July, 2025. The new Act will thereby replace current aged care laws and legislations including the Aged Care Act 1997, Aged Care (Transitional Provisions) Act 1997 and Aged Care Quality and Safety Commission Act 2018.

Q: How will these changes affect me and other residents of Seasons?

A: The new Act will affect anyone connected to the Aged Care industry including senior Australians, their loved ones, carers, workers, providers and government agencies including the Department of Health and Aged Care, Aged Care Quality and Safety Commission and Services Australia. These changes will mean Seasons residents will continue receiving quality home care if and when they need it.

Q: What feedback did the Federal Government base its findings on?

A: : In addition to recommendations received from the Royal Commission, the Federal Government also opened the drafted bill up to the public for consultation. During this time, 320 submissions were made, 800 surveys were completed and more than 10,000 people provided feedback. Over the course of a 12-week consultation period, three webinars, 42 workshops and five roundtable meetings were also conducted.

Still have unanswered questions?
Visit health.gov.au/our-work/aged-care-act
or agedcarequality.gov.au



‘Won’t give up’: Resident’s knitting mission to help children in crisis

Most heroes wear capes, but Lyn Mackenzie is one of a kind and her superpower comes in the form of knitting needles and wool.

For the past five years, the Seasons resident has dedicated countless hours to making teddy bears for children who experience trauma.

Whether they fled bushfires or floods, were involved in an accident or have been rushed to hospital in an ambulance, these handmade teddies are donated to children, offering comfort in a crisis.

“Imagine you’re a child and you’re driving along a country road with mum and dad and then bang – there’s been a crash,” Lyn said.

“Everyone is in shock, people are screaming, police are trying to get statements... it’s a lot for a young person to go through.

“Emergency services give these kids a teddy and straight away they cuddle them, bury their faces in them or feel the texture of the wool with their hands which helps to calm them down.”

In addition to reducing stress and anxiety and assisting with emotional regulation, the handmade bears which the children are allowed to keep offers a sense of security in an otherwise unpredictable time.

The Seasons resident began making the bears when she was living in the Lockyer Valley and joined a local craft group who also sewed clothing for returning soldiers.

“I told the ladies I wasn’t a knitter so I would just do the stitching for the teddies instead,” Lyn said.

“The demand just grew and grew so now I do more knitting than most people would in their life!”

Taking one to two days to make each bear, the talented knitter stopped counting after a while but believes her total of handmade bears stands within the hundreds of thousands.

Donating the bears to the Queensland Police, Ambulance and Fire and Rescue services, as well as local hospitals and charities, Lyn said the bears were a “happy face during a sad time”.

“The kids get such a jazz out of it, but you give one to an adult and it still helps – even grown men love them,” she said.

“I don’t always see the direct impact they make but on the odd occasion where I have seen what these teddies do for others – it’s just fantastic – it really makes me smile.

“There are a lot of trauma teddies out there but as long as there is still a need for them, they won’t stop going out and I won’t give up.

“My philosophy has always been if I can do something that will benefit others, whether it be very vulnerable people or young kids, I will do it.”



If you are interested in volunteering to assist with the production of trauma teddies or would like to make a donation, please email info@seasonsliving.com.au

Why Our Profession is a Passion

No matter what you do at Seasons, you will make a meaningful impact every day.

The Marketing and People and Culture Teams are proud to launch our employee testimonial videos, which can now be viewed on the Seasons website.

JO:

When Joanna Elio first joined the Seasons team as a Registered Nurse in 2022, she never anticipated the career progression opportunities which would become available to her. After demonstrating her unwavering dedication, expertise in care and hard work ethic, Jo was promoted to Regional Care Compliance Manager in less than two years.



LEIGH:

Providing quality care for residents to live independently and comfortably has always been the priority for Care Partner Leigh. Working at Seasons for three years, Leigh is based at our Bribie Island Flexi community and loves her job so much that she encouraged her own daughter to apply for a role.

Q. What are the main priorities of your role as Care Partner?

A. I assist residents who have Home Care Packages with Seasons or need to initiate the process by applying for one. I provide residents with all the care and services they require and also look after their Care Plans to ensure their individual needs are being met and kept within their allocated budgets.



We would also like to take this opportunity to thank all staff members who contributed to this project, especially those who shared their positive experiences of working at Seasons.

For more information about the opportunities available at Seasons, please visit seasonsliving.com.au/careers

Q. What is the most rewarding part of your job?

A. For me the most rewarding part of my job is building rapport with my residents. For example, there is one resident who I have looked after since I started with Seasons and during that time we have developed a really beautiful, trusting relationship. She is visually impaired, but whenever I go into her room and she hears my voice, she knows exactly who I am. This resident always tells me stories about her day, her life and her past experiences. Building that connection is really beautiful. The company culture at Seasons is also really great – everywhere you go there is support – all the way from the CEO to all the employees working at Seasons.

Q. When you are not working at Seasons, what are you doing?

A. Cuddling my cat Panda. I also love baking desserts – I don't really like eating them, but love making them for others to enjoy.

Q. What do you love most about your job?

A. The most rewarding part is seeing the smiles on the faces of our residents and knowing I've done my job well by helping them get through the next stage of their lives with the care and support they need. There was one resident living alone at home with no care or support in place and they were struggling. When they moved into Seasons, we helped them sign up for a Home Care Package and they have just thrived ever since. It's really been leaps and bounds for them which is awesome to see. I love being able to help others so I'm very thankful to work at Seasons.

Q. Would you recommend a loved one to work at Seasons?

A. I would highly recommend a family member to work at Seasons – and I have! I'm very privileged to have my daughter Alana work by my side at the Bribie Island community every day. Alana is our Administrator and has been working at Seasons for about two years now. I get to go to work and see my daughter and then come home and see her which is really enjoyable.

How pottery exhibition 'brewed' intergenerational connections

Practicality, composition and overall execution were some of the key factors Seasons Living residents considered when they voted for the best clay teapot made by Mango Hill Secondary College students.

The whimsical-themed teapots were displayed at the Seasons Mango Hill retirement community, where residents were given an opportunity to vote for which Visual Art student should win People's Choice.

It was ultimately Year 10 student Nia Thomas who claimed the victory for her traditional, yet innovative design, which was inspired by Japanese Anime.

"My design was based off a cartoon called One Piece, about a dragon ruling a kingdom," she said.

"The most challenging part was painting the teapot, as the paint was thick, and the colours didn't turn out as I expected."

Seasons resident Carla Rees said her decision was influenced by her emotional connection to the winning teapot.

"My late husband loved his cups of tea and that looked like a traditional but still unique teapot, so he would have loved it," Ms Rees said.

"It was very sentimental to me, so I voted for that teapot in his memory."

It took about four weeks for the 20 high school students to complete the art project, with many of the young creatives taking their work a step further, by constructing their teapots in a specific way, so they could be used for their intended purpose.



The initiative also gave the residents and students an opportunity to connect when the Visual Art class visited the community for a morning tea.

Research from Intergenerational Learning Australia reveals that interactions between seniors and young people have positive mental and physical health impacts, reduce social isolation and may increase feelings of purpose.

Studies by the Stanford Center show that intergenerational connections can also enhance longevity and offer support for teenagers whose parents work full-time.

Seasons resident Laurelle Hounslow who struggled with the voting process due to the quality of all the teapots, reflected on the broader impact of the showcase.

"(Meeting the students) makes you feel alive," Ms Hounslow said.

"Being able to interact with the younger generation has been just lovely and these students are so well behaved.

"They all deserve credit and should be proud of their hard work and it was nice to see so many male students involved in the arts."

As a token of appreciation, Seasons residents gifted the winning student handmade gifts including a stunning crocheted blanket.





Seasons Welcomes Our New Consumer Advisory Committee

At Seasons, we are committed to continuous improvement and ensuring our care services truly reflect the needs of our residents and clients.

That's why we're excited to introduce our new Consumer Advisory Committee (CAC)!

Formed in line with Government reforms that came into effect on 1 December 2023, the CAC gives our Home Care and Residential Aged Care client, and their appointed representatives an active voice in shaping the quality of care and services we provide.

Your insights and lived experiences are invaluable in helping us enhance the way we support care clients.

Meet Our Current Committee Members:

We are delighted to have the following dedicated CAC members:

Michael Crowe – Resident & husband of a Home Care Package (HCP) client, Mango Hill

Gordon Davis – Resident & HCP client, Mango Hill

Cahn McGreal – Son & Enduring Power of Attorney (EPOA) of a HCP client, Mango Hill

Margaret Campbell – Daughter & EPOA of a HCP client, Mango Hill

Join Us!

While we have now formed the CAC, we are still accepting expressions of interest and would love to welcome more members from across our communities! If you or a representative of a care client would like to contribute to positive change, we encourage you to nominate today by scanning the QR code and completing the nomination form.

Our goal is to ensure the diversity of our resident and client community is represented, with members from across different aged care services, including Home Care and Residential Aged Care.

Have Your Say:

We value your feedback! If you'd like to share your thoughts or speak with a CAC member, simply:

- Write a letter or complete a feedback form
- Place it in a sealed, confidential envelope
- Address it to the Seasons Consumer Advisory Committee

All correspondence will be passed directly to a CAC member who will be in touch.

Thank you for being part of our Seasons community—we look forward to working together to make aged care the best it can be!

To nominate, scan the QR code:



Meet John: Inside the life of an ex-journo

It was the year of 1949 when the world was still reeling from the impacts of World War II and in the midst of The Cold War. Robert Menzies was the Prime Minister of Australia and George Orwell's dystopian novel '1984' was published. It was also the year John Higgins stepped foot into his first newsroom.

Young and curious, John started out as a cadet generalist, before moving up the ranks to journalist and eventually chief of staff at The Courier Mail. Entering stories into the teletype, John could barely see the words he was writing due to the small font size. Whether it was the adrenaline he felt from meeting the tight deadlines, breaking a scoop or writing about some of Australia's most notorious criminals, John was hooked.

"I had a lingering desire to do journalism because it was interesting and novel to me, but I always liked to read and write too," he said.

"The challenge of interviewing a person, finding something of value and sitting down to work out how to write the story were my favourite parts of the job."

During his extensive career, the veteran journalist travelled across the Sunshine State, country and even parts of the world, covering major murder trials, Royal Commission reforms, healthcare and industrial actions.

When he was not reporting on the Bulloo Downs triple homicide or shocking conditions of children's rural health, John was holding politicians to account and asking the tough questions.

"I always liked the stories that didn't just happen for you," he said.

"Obviously there are always going to be stories that are produced, but I enjoyed the ones I went searching for and found myself – the stories where you dig a little deeper and realise you're onto something big."

After going into semi-retirement, it was John's late wife Teresa who finally convinced him to give up the gig for good in 1996. John reluctantly agreed and the pair escaped to Stanthorpe where they settled into country life. Eighteen years later, the couple moved into a Seasons community. Three years later, John's wife sadly passed away.

"We had a very beautiful life together for 45 years," he said.

"Teresa was a widow and I never had kids but my stepchildren and their children were always my family." Never losing his taste for writing and a telling a good story, John still has a typewriter and spends the majority of his time writing. The talented storyteller is also one of Seasons' longest standing residents.

"I'm less of a journalist now and more of a writer," he said.

"Since retiring I've developed a personal style of writing and I hope to continue with that... here I am still writing at 93!"

"The thing I really like and appreciate about Seasons is that the care is here and I believe the people in this business do the very best for the residents."



Life at Seasons

MANGO HILL



GREEN THUMBS: Members of the Seasons Garden Club stocked up on beautiful flowers and greenery at the Plant Shack in Deception Bay. After returning home, the group enjoyed planting the new additions in the Mango Hill community garden.

LINDY HOP: 'Shake, rattle and roll' were the only words on the minds of Mango Hill residents when they participated in a rock 'n' roll dance lesson delivered by The Happy Wanderers.



SING ALONG: Music lovers were treated to a live performance from the Seasons Ukelele Band on Australia Day. The band received a standing ovation at the end, with many audience members requesting an encore.

BRIGHT LIGHTS: Mango Hill residents and staff filled a 60-seater coach to explore the beautiful Christmas displays and to see the lights of the Moreton Bay area. It was the perfect way to close out the festive season.

MANGO HILL CARE SUITES



PUG HUGS: Bruce the Pug left a lasting impression on the residents of our Mango Hill Care Suites. Lifestyle Coordinator Anna escorted the sweet dog, who received ample cuddles and pats.

BUG'S LIFE: The halls of Care Suites were very sparkly after a group of residents made miniature bugs out of rocks, paint and plenty of glitter.



DOG BINGO: Myra won a chocolate prize after residents played a competitive game of 'Dog Bingo'. After narrowly taking the lead, it was ultimately the Golden Retriever who helped Myra claim the win.

'GAL'-ENTINE'S DAY: While February 14th is usually advertised as a day for couples, residents celebrated the day by making their own cards of appreciation and gifting them to their friends.

SINNAMON PARK



HAPPY BIRTHDAY: Celebrations were in full swing at our Sinnamon Park community when resident Roma Wood turned 100. The milestone birthday was complete with a beautiful cake made by one of our talented staff members.

PAMPER PARLOUR: The Seasons Lifestyle Team treated residents to an afternoon of luxury with a nails and pamper session. Ladies enjoyed socialising with each other over a glass of bubbles. It was a particularly special experience for resident Bev who turned 80 the day prior and had her nails painted for the first time in her life.

TOP DISHES: Salmon and the pancake stack were just some of the delicious lunch choices for the Sinnamon Park ladies who visited the One Table Café in Kenmore. The outing was so popular that the Seasons bus was packed to the brim.

SWEET TREAT: Hearts were fluttering through the Sinnamon Park community during a special Valentine's Day high tea. Our incredible team dressed up for the occasion and served residents homemade sandwiches, quiches and cakes.

WATERFORD WEST



ROAD TRIP: The ladies of Seasons Waterford West ventured out to Mt Tambourine for the day where they enjoyed beautiful views, ate lunch at St Bernard's restaurant and went shopping.

BIRTHDAY BONANZA: Our Waterford West community hosted a birthday concert for all the residents born during the month of February. Musician Terry Scott performed as part of the epic celebration.

ON POINT: Laughter, sunshine and delicious food was on the agenda for Waterford West's male residents when they spent the day in Cleveland Point. The group enjoyed catching up over lunch at The Lighthouse and taking in waterside views.



WILDLIFE ENCOUNTER: Wallabies, bilbies and water dragons were among some of the animals residents spotted during a trip to the Ipswich Nature Centre and Queens Park. After checking out the flora and fauna, the group enjoyed lunch at the onsite cafe.

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







Open Real Estate



MANGO HILL









2 Bedroom Apartments
from \$499,000

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

SINNAMON PARK









2 Bedroom Apartments
from \$565,000

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

WATERFORD WEST



2 Bedroom Apartments
from \$390,000

-  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.