

# seasons *living*

Spring 2025



SENIORS MONTH 2025

CELEBRATING  
YOU!



WHY NAN  
IS OUR  
FAVOURITE  
ROLE

NEW ERA  
OF CARE  
AND COSTS  
EXPLAINED

INTRODUCING  
YOUR NEW  
COMMUNITY  
LEADERS

NOEL'S  
GOLDEN  
RULES FOR  
RETIREMENT

RETIREMENT LIVING • HOME CARE • RESIDENTIAL AGED CARE

# Welcome

Hello and welcome to the Spring edition of the Seasons Newsletter!

We're delighted to share some exciting updates with you.

This issue showcases some of our own residents and their unique personalities, to coincide with Queensland Seniors Month in October. We value and appreciate our residents and the qualities that make them special, so this annual initiative is always a special opportunity to celebrate each and every one of them.

While the new Aged Care Act has been postponed to November 1, we remain committed to keeping you informed with regular updates. If you are unsure what these changes mean for you, please reach out to our dedicated care team.

Many of you will recognise the friendly faces in our Employee Spotlight feature, where we introduce you to our new Community Managers Jo and Sandeep. We are so proud of our leadership teams and grateful for making our communities brighter every day.

We welcomed finance expert, columnist and journalist Noel Whittaker to our Mango Hill community recently. Noel generously shared his valuable insights on how seniors can thrive financially in today's economy.

'In light of Noel's recent visit, we will be running a competition for residents across our three communities. Simply leave a review on the Seasons Living Google pages and you will go into the draw to win a copy of Noel's latest book *Wills, Deaths and Taxes*. Entries close on November 1 and three lucky winners will then be announced.

At Seasons, we are dedicated to enhancing the lives of our residents and making improvements to our facilities. Recently we installed solar panels at Seasons Mango Hill and will soon also install at Sinnamon Park. Construction also continues to progress smoothly on the second stage of our Sinnamon Park community and our new Holland Park building site.

We look forward to sharing more updates with you in the Summer Newsletter. In the meantime, you can stay connected by visiting the Newsroom on the Seasons website or social media platforms.

Claire McCallum  
Sales & Marketing  
Manager



To enter the competition to win a copy of Noel Whittaker's latest book *Wills, Deaths and Taxes*, scan the QR code for your community and leave a Google review.



MANGO HILL



SINNAMON PARK



WATERFORD WEST

## In Brief

The future of electricity at Seasons is looking brighter than ever, following the completion of a major renewable energy project.

More than 200 solar panels have been installed on the roof of Seasons Mango Hill and will generate 99.8 kilowatts each year.

Seasons Chief Executive Officer Jodie Gaske said the investment would benefit all residents, with the system expected to offset energy costs by \$19,235 annually.

"Solar will be an absolute gamechanger for our communities as they are sustainable, cost efficient and low maintenance," Ms Gaske said.

"Seasons is committed to continually improving our communities and ensuring we are always delivering high quality living experiences for residents."

The solar panels will not only help counteract rising energy costs, but will also reduce air pollution and public health concerns.

The installation of solar panels is also scheduled to occur at Sinnamon Park in the coming months.





# Mum knows best: Your favourite life lessons

Whether it was “Don’t sit too close to the TV or you will get square eyes,” “Eat your vegetables – they will put hairs on your chest” or to “Always say please and thank you”, our mums taught us the best life lessons.

It is only fitting that we take a stroll down memory lane with the 2025 Queensland Seniors Month theme being “Things Our Mums Used to Say”.

Some of our residents have shared the timeless pearls of wisdom their mums passed down to them, which they have carried throughout their lives.

Queensland Seniors Month is an annual initiative held throughout October, providing a special opportunity to celebrate you – our incredible residents.

Thank you for being your individual, unique selves, and for choosing to call Seasons home.



Take a look at our  
upcoming events at  
[seasonsliving.com.au/events](https://seasonsliving.com.au/events)

**Margaret**

“If you’ve got nothing nice to say, hush your mouth.”



**Peter**

“‘Up a day’ which I assumed meant we had a big day ahead of us.”



**Terry**

“Shut the door behind you – you don’t live in a tent!”



**Arthur**

“‘If you don’t eat your crusts, your hair won’t grow’... I guess I never ate my crusts!”



**Josie**

“Make sure your hands are clean.”



**Geraldine**

“The good lord played fullback for Jerusalem.”



**Catherine**

“Never cry over spilt milk.”



**Jane**

“Sticks and stones will break my bones, but names will never hurt me.”



### Carol

"My mother never used to swear so instead she would always say 'Poop, bum, cack and ladies' drawers.'"



### Laurelle

"My mum was very superstitious, so we weren't allowed to open umbrellas in the house, walk under ladders or use the number 13."



### Gwen

"My mum used to be very particular about the pronunciation of the English language so if she heard someone say they were 'comin' or 'goin' or 'stayin', she would say 'That is not spelt like that in my dictionary.'"



### Paula

"When I took Mum out shopping, she would sit on a seat outside and wait. When I finished the shopping and went out to meet her, I would always find her talking to someone. She would say 'This is my daughter and she will take you home' and then mention one of her favourite sayings - 'Nowhere's too far if you have a car.'"



### Jan

"My parents used to always tell me that I had to stay at the dinner table until everything on my plate was gone. They would even turn off the light and leave me in the dark dining room by myself. My mum used to say 'Think about all the starving people in the world.'"



### John

"When I told mum I was going to join the navy, she said 'Yes, alright - but just promise me you will never go in the submarines'. Twenty-two years later, I qualified as a Submariner!"





# Familiar and fresh faces join Seasons

We are proud to announce the appointment of two new Community Managers at Seasons. Please join us in congratulating Sandeep and Joanne.

We would also like to take the opportunity to express our gratitude to former Community Managers Marlene and Stephanie. On behalf of the entire team at Seasons, we wish you both all the best with your future endeavours.

## Joanne (Jo) - Mango Hill

After serving as the Assistant Community Manager at Mango Hill for the past three years and recently celebrating her 10th anniversary of working at Seasons, Jo has now stepped into the role of Community Manager.

Over the years, Jo has fulfilled several different roles across Seasons and has consistently demonstrated her strong leadership skills, caring nature and dedication to the wellbeing of staff and residents.

**Q: What is the most rewarding part of your job?**

**A:** Being part of the Seasons team, helping our team to grow, spending time with residents and working at the beautiful Mango Hill community.

**Q: What drew you to this industry?**

**A:** I was privileged to have a beautiful, kind and caring mother who taught me so much about helping others. I have always been passionate about caring for seniors, which is what drew me to this career.

**Q: What is your proudest career accomplishment?**

**A:** When I was asked to be the Assistant Community Manager at Seasons Mango Hill. Then this year when I found out I was successful for the role of Community Manager. This moment was very special as it happened at the same time as my 10 year anniversary of working at Seasons. It made me feel very privileged and proud to be acknowledged.

**Q: What are you most looking forward to achieving as Community Manager?**

**A:** I am looking forward to continuing to build and grow strong relationships with residents and families. Ensuring our community remains a beautiful place to visit, work and live is also a priority.

**Q: When you're not working at Seasons, where would we find you?**

**A:** At the beach, visiting my family or spending time with friends.

**Q: What's a fun fact about yourself others may not know?**

**A:** I have a motorbike license and used to love going for mountain rides.



MEMORY LANE: Sweet moments from Jo's time at Seasons.



Jo celebrating her 10th anniversary of working at Seasons.

## Sandeep – Sinnamon Park

Our new Sinnamon Park Community Manager Sandeep, is a former chef who was mentored by Celebrity Chef Gordon Ramsay and won first place at a Maggie Beer Congress Workshop.

**Q: What is the most rewarding part of your job?**

**A:** The most rewarding part of my role as a Community Manager, is creating meaningful experiences for residents and staff alike. Having come from a strong hospitality and culinary background, I find immense satisfaction in elevating service standards and fostering a sense of belonging and joy within the community.

**Q: What drew you to this industry?**

**A:** My journey began with a passion for hospitality and culinary arts, which I pursued through formal education in Switzerland. After working across the globe and in corporate hotels, over time, I transitioned into aged care hospitality, where I discovered the profound impact of quality service on people's lives. The opportunity to combine operational excellence with compassionate care is what truly drew me to this industry.

**Q: What is your proudest career accomplishment?**

**A:** While I'm relatively new to Seasons, my biggest career milestone to date has been leading large-scale hospitality operations in several countries and then at Goodwin Aged Care Services. I successfully managed multiple sites, implemented cost-saving initiatives, and maintained high compliance standards, all while enhancing resident satisfaction. I'm excited to bring this experience to Seasons and contribute meaningfully.



*Sandeep pictured with resident at Sinnamon Park's Christmas in July lunch.*

With more than a decade of management experience, Sandeep has previously led teams of up to 70 employees in hospitality, lifestyle and cleaning departments and has worked all over the world.

**Q: What are you most looking forward to achieving as Community Manager?**

**A:** I'm looking forward to building a vibrant, inclusive community, where residents feel truly at home. My goal is to integrate hospitality excellence into everyday operations, foster strong team dynamics, and introduce innovative programs that enhance wellbeing and engagement. I want Seasons Sinnamon Park to be the talk of the town.

**Q: When you're not working at Seasons, where would we find you?**

**A:** You'd likely find me experimenting in the kitchen, exploring new cuisines, enjoying time with my family or doing long road trips.

**Q: What's a fun fact about yourself others may not know?**

**A:** I like to collect old and ancient coins, alcohol and shoes... I have 40 pairs!

**Q: What's the best piece of advice Gordon Ramsay gave you?**

**A:** One of the best pieces of advice Gordon Ramsay gave me was "Respect the ingredients and let them speak for themselves." He emphasised simplicity and authenticity in cooking, which I've carried throughout my career. An interesting fact about him is beyond the fiery persona, is his deep commitment to mentoring young chefs and his meticulous attention to detail, which is truly inspiring. He is one of the humblest human beings I have ever met.

For more information about career opportunities available at Seasons

visit [seasonsliving.com.au/careers](https://seasonsliving.com.au/careers)





# Your care guide: New support types – and who covers the cost

On 1 November 2025, the new Aged Care Act will come into effect, marking the most significant reform to Australia’s aged care system in decades. This landmark change reflects a renewed national commitment to delivering safe, respectful, and person-centred care, and will strengthen the rights of older people receiving aged care services across the country.

The new Aged Care Act will also see the Home Care Packages program replaced with the Support at Home program from 1 November 2025. Meanwhile, the Commonwealth Home Support Program (CHSP) will cease and transition into the Support at Home Program as of 1 July, 2027.

Under the new Aged Care Act, Support at Home services will be grouped into three categories including Independent Living, Everyday Living and Clinical Care Support.

Both Independent Living and Everyday Living Supports will be means-tested and partially funded by the Australian Government\*, with the remaining costs to be paid by the consumer.

Regardless of the individual’s income, clinical care will now be fully government funded under the Support at Home program and means testing will not be required.

*Please Note: Grandfathered Participants in the Support at Home program are individuals who were approved for a Home Care Package (HCP) before September 12, 2024. These participants will transition to the new Support at Home program with their existing funding levels and will not experience any reduction in care or funding due to the transition, under the “no worse off” principle.*



For more information, please phone My Aged Care on **1800 200 422**, or access your My Aged Care Online Account at **myagedcare.gov.au**

## CATEGORY DEFINITIONS:

- ✓ Independent Living Support is providing assistance with personal care, such as showering, dressing, social support and transportation.
- ✓ Everyday Living Support covers assistance with domestic tasks such as laundry, gardening and general cleaning.
- ✓ Clinical Care Support includes nursing and allied health services such as physiotherapy, podiatry and speech therapy, among others.

TYPE OF SUPPORT	SERVICE CATEGORY	WHO PAYS?
Nursing	Clinical Care Support	Government funded No means testing
Allied Health Specialists	Clinical Care Support	Government funded No means testing
Personal Care	Independent Living Support	Partially government funded* Means testing applies
Domestic Duties	Everyday Living Support	Partially government funded* Means testing applies

\*Note: A lifetime cap of \$130,000 applies to Independent Living and Everyday Living Supports.

## RESOURCES:

### New Aged Care Act:

<https://www.health.gov.au/our-work/aged-care-act>

### Support at Home Program:

<https://www.health.gov.au/our-work/support-at-home>

### Minister’s Announcement:

<https://www.health.gov.au/resources/publications/aged-care-act-open-letter-to-older-people-from-the-minister-for-aged-care-and-seniors?language=en>

### Registered Supporter:

<https://www.health.gov.au/resources/publications/a-new-registered-supporter-role-for-aged-care-arrangements-for-the-transition-to-the-new-aged-care-act-2024?language=en>







# Helping hand: How to register a supporter

Under the new Aged Care Act and from 1 November 2025, older Australians can appoint a Registered Supporter to communicate with about options and decisions relating to their care.

Unlike a Power of Attorney, the Registered Supporter is not a legally-appointed decision maker and does not have the authority to make choices on the individual's behalf.

The change is designed to implement a more supportive framework and empower the independence of senior Australians.

Appointing a trusted family member or friend to the role is encouraged.

Current authorised representatives listed in My Aged Care will automatically become the individual's Registered Supporter, unless they opt out or change the person(s) listed before 31 October, 2025.

Seniors wishing to register a supporter or opt out can do so by phoning My Aged Care on **1800 200 422** or completing the online form.



To find out more visit: <https://www.agedcarequality.gov.au/older-people/reform-changes-older-people/registered-supporters>





# Grand love: Special bonds between our residents and their grandkids

Whether they're knitting sweaters, telling great stories or offering an endless supply of cookies, the bond between grandparents and their grandchildren are precious.

Grandparents' Day is on the last Sunday of October and highlights the meaningful role our family elders play in our lives.

## GRANDMA MARGARET

Distance makes the heart grow fonder and Margaret Moss and her loving family are proof.

While her family lived in Brisbane, Margaret remained in Orange, NSW, and although they could only visit each other a few times a year, they cherished every moment spent together.

Since relocating to Queensland and moving into Seasons, Margaret has relished her newfound freedom, with the ability to see her grandkids in just a 20-minute car drive.

With five grandchildren and seven great-grandchildren aged six to 39, Margaret's days are often busy, especially with visits from youngest Mia, who always orders a babycino at the Seasons cafe.

"Being a grandmother makes you feel fuzzy – there's nothing like an early morning cuddle," she said.

"As a parent, you do the dress rehearsal, so now you get to be a lot more relaxed in this role... my children weren't allowed to lick the beater, but my grandkids get to lick the whole bowl!"

Here is a glimpse of the unique relationships some of our residents share with their grandkids.

Discover the fun activities offered through our Lifestyle Program by chatting to our friendly Lifestyle Team or by visiting [seasonsliving.com.au](https://seasonsliving.com.au)

From dancing together in shopping centres on Christmas Eve, to watching her grandson play hockey for Australia in South Africa, Margaret said she treasured all moments spent with her grandkids.

"Sometimes it's the little things," she said.

"My grandson once asked me to tie a piece of string to the moon so we could bring it home to Grandpa... I will never forget that.

"The most important thing is that they're happy... I've been blessed with a family that truly cares."



## NANNA PEGGY

When it comes to brothers Thomas and Harry, their nanna Peggy Sowden describes them as “chalk and cheese”.

“Thomas is a red head with freckles, who is very academic and content with playing video games for hours,” she said.

“Whereas Harry is brunette, tanned, loves his sport and always has to be on the go.”

The pair regularly visit their Nanna at Seasons Mango Hill and enjoy raiding her pantry for snacks, going op-shopping, playing bingo and having a chat with the other residents.

“Being a grandmother means never-ending love,” Peggy said.

“I don’t remember life without them... They bring me so much joy and if I don’t see them for a little while, I actually get an ache.”

Before the boys started towering over Peggy, they would sit on either side of her armchair for cuddles, with Harry still trying to squeeze in occasionally.

While 13-year-old Thomas is still weighing up his career options, young Harry, 9, is currently considering becoming a doctor, pilot or chef.



## NAN DAPHNE



Whether he was exploring his grandparents’ farm, swimming in the dam or sneaking beans from the vegetable garden, Reece Stanford has always loved spending time with his nan and Seasons resident Daphne West.

“Nan has always been there for me,” Reece said. “When I felt like I couldn’t talk to anyone else, I could always talk to her.”

The pair bond over their shared love for all things country – from Johnny Cash and homecooked stews, to brewing tea the traditional way and camping in the great outdoors.

“Every time we have ever gone camping, Reece has made me a hot cup of tea in the morning,” Daphne said.

“He’s the most beautiful lad you’ll ever meet and he helps me out any way he can... I’m very lucky to have him as a grandson.”

Describing her son and mother’s relationship as special and rare, Carolyn Stanford said she always ensured her kids had a close bond with their grandparents.

“They’re a pair of larikans,” she said.

“Whenever Reece visits, Mum’s face lights up... I see a lot of her in him and she loves to be reminded of the country.”

Daphne has seven grandchildren and nine great grandchildren.





# Money matters: Tips to make you shine in your golden years

Seasons was proud to host renowned finance and investment expert, newspaper columnist, and international bestselling author Noel Whittaker at our Mango Hill community.

The popular guest speaker has dedicated his career to helping others live comfortably, avoid financial setbacks and enjoy a secure retirement, by sharing his wealth of knowledge.

Described as Australia's "financial Wizard of Oz", Whittaker sat down with the Seasons Marketing Team to answer some of the most pressing questions about retirement living and financial planning.

## **Q: What is the best part of your job?**

**A:** I love what I do and I love educating people on how to make their money work for them.

## **Q: What are the financial benefits of living in a retirement community like Seasons?**

**A:** There's strong evidence that a happy retirement is built on exercise, a healthy diet and a social network. Too many people end up isolated at home and have limited contact with friends and family, and that can be a lonely life. In a retirement village, you have a built-in social network readily available, which is especially important if one partner gets sick or passes away. You also benefit from the activities and nutritional meals. In my view, it ticks all the boxes.

## **Q: How will my savings, investments and home sale profits impact my pension eligibility?**

**A:** Anyone considering downsizing should speak to a professional before making any big decisions. The age pension is subject to an assets test and an income test. As your assets rise, your pension typically decreases. There are now products called Lifetime Income Streams, where you can convert part of your home proceeds into a steady income, which can be very effective. It's really a matter of taking expert advice and doing the sums for your personal circumstances.

## **Q: What are the steps you recommend taking when preparing for retirement?**

**A:** That's a big question with a big answer... Research shows that the better you prepare for your retirement, the better it will be. One of the most important things to do for a healthy retirement is to make sure you have a sense of purpose. Whether it's through sport and book club or volunteering, you need to find those reasons to get out of bed in the morning. That's why living in a retirement community which encourages participation in meaningful activities is so important. Retirement is not a time to stop learning - it's the best time to explore new interests.

## **Q: What are some common financial mistakes people make when retiring?**

**A:** I think the biggest mistake is not planning enough. Many people underestimate how much they will spend in their earlier years of retirement as they are still likely wanting to travel during that time. You obviously need to create and work to a budget, but a lot of people also don't spend enough money. I recommend creating realistic goals, working out how you would like to spend your money and investing wisely. Your superannuation return rate is a key factor in how long your money will last. Consider your sense of purpose and lifestyle and work out how you plan to fund it. Ask yourself whether now is the best time to help your kids – we always say it's 'better to give with a warm hand' and age is a factor to consider for all parties involved. It's also crucial to have your estate planning documents such as your will, power of attorney and advance health directive, in place.

## **Q: How can I ensure my retirement savings last as long as I do?**

**A:** You need to have a good mix of investments, shares and cash. Shares offer the best long-term results, but are also volatile by nature, so you will need to be comfortable with the market value potentially going up and down. It's also worth exploring products that could provide income streams with pension benefits too.

## **Q: How can I financially prepare for my future care needs as I age?**

**A:** The trouble with getting older is you never know when ill health is going to strike. Many people keep an adequate amount aside just in case they need extra care and help. Everyone's needs are different and will depend on your living arrangements and the level of care services offered where you reside.

## **Q: What are your top saving tips for seniors, especially in the current economic climate?**

**A:** Start by visiting the National Seniors website and using their concessions calculator. There are also a lot of practical ways to save today – you could buy in bulk or join a buying group. As you get older, you tend to not drink as much, so maybe you can drink some of that wine you have got stored. Remember,

Go into the draw to win one of three of Noel Whittaker's books by scanning the QR codes below and leaving us a Google review



MANGO HILL



SINNAMON PARK



WATERFORD WEST

# Babies on board: How twins had their first ambo ride

From becoming a scuba diving instructor at 56, to working for some of Sydney's most affluent families in the 1960s and living in several countries, Liz Crowe has a lifetime of fascinating stories to share.

But few experiences compare to the unforgettable day she gave birth to twin boys—in the back of an ambulance.

While Liz and her husband Mike now call Seasons home, the couple were living in a small mining town in Tasmania, when she discovered she was pregnant. On a Friday evening around her due date, her doctor knocked on the door and instructed her not to go into labour over the weekend as he would be away fishing. Naturally, Liz's water broke the next day.

With the local hospital still under construction and the nearest facility 74 miles away, Liz and Mike contacted the local Ambulance Officer, Norm, for assistance. There was just one problem.

"Norm was drunk as a skunk," Liz said.

"It was his birthday, and everyone was at his place for a barbecue... the next thing I knew, his wife was running out with a basket of towels, apologising and shoving Norm into the back of the ambulance."

With Liz, Mike and Norm in the back of the ambulance and another local nominated as driver, the group did not get very far before Liz gave birth to her first son Adam.

"I swear, with God as my witness, this happened," Liz said.

"My doctor had mentioned there was a possibility of a multiple birth, but it was never confirmed... it was a bit different in those days.

"So there was Michael holding his newborn son in his arms – when, seven minutes after Adam's birth, I start getting this pain again and I just went 'Oh s\*\*\*! I think there's another one coming.'"

This time, the driver pulled the ambulance over and just like his twin brother moments earlier, Shane was born.

When they finally arrived at the hospital, Liz was rushed into theatre and received 13 stitches.

"It was freezing in Tassie at the time, so all I wanted was a warm cup of tea," she recalled.

"My father was a very strong man, and I think there's a lot of Dad in me, so I think that's where my resilience comes from."

Now in their late 50s, Adam and Shane both served in the navy for many years, before they started a successful business, servicing helicopters and planes.

Their careers have taken them around the world and the pair now have families of their own.







## ‘You’re home Matty’: Loving mum’s heartfelt tribute to son

While Liz believes her life has been full, she has also suffered heartache, especially when she and Mike lost their youngest child Matthew under tragic circumstances.

When Matthew discussed the big dreams he had for the family’s Tasmanian property, his parents gifted him the 67-acre farm. He then planted a rose garden in the shape of a boomerang as a special way to pay homage to his mum’s Indigenous heritage.

After his passing, Liz and Mike brought Matthew’s ashes home and laid them to rest in the same garden.

“It was Matty’s farm, so we wanted to take him home,” Liz said.

“I told him, ‘Matty, you’re home. No one can take you away now—this will always be your home.’

“He was one of those kids everyone knew—and he was deeply loved.”

In a touching gesture, Matthew’s school friends sent a rose to Liz and Mike every day to plant in the garden.

The family eventually sold the farm and one of the new owners confided in Liz after she told them about the significance of the garden.

“She placed one hand over her mouth and said, ‘You’re not going to believe this, but every night when I walk to the back shed, someone walks with me... I don’t hear footsteps, but I feel a tall presence beside me - and the dogs seem to accept whoever it is,’” Liz said.

“I just smiled and said, ‘Yeah, that would be Matty.’”

To this day, the Crowe family still visit Matthew’s resting place on the farm.

Catch up on all the latest news online at [seasonsliving.com.au/blog](https://seasonsliving.com.au/blog)



# Life at Seasons

## MANGO HILL



**SWEET DEALS:** Crowds of eager patrons stopped by the Mango Hill community to check out the annual Mother's Day Markets. Many residents set up stalls on the day to sell their beautiful handmade creations. The cherry on top of the sweet event was the ice-cream truck selling delicious soft-serve ice-cream.

**CREPE EXPECTATIONS:** Whether they ordered crepes, pancakes or waffles, residents who dined at The Crepe Cafe in Aspley were delighted by the sweet or savoury plates on offer.

**STITCH STORIES:** The Knit and Knatter crew proudly showcased their recently completed designs, including resident Edna with her stunning blanket.

**POOL PARTY:** Despite temperatures already starting to drop, nothing could stop these fitness fanatics from participating in the final Aqua Zumba class of the season. The high-energy workout is always a popular choice for residents, due to the fun nature and cardio benefits it offers. Sessions will resume at the Mango Hill pool in Summer.

## MANGO HILL CARE SUITES



**BEE OUR GUEST:** Just in time for Spring, the bees who have been busy pollinating the community gardens were rewarded with a well-deserved rest, after residents built insect hotels and decorated them with pine cones and sticks.

**SNUGGLE BUG:** Olaf the guinea pig became centre of attention during his latest visit to the Care Suites. The return guest and resident favourite received plenty of cuddles.

**BATTER UP:** The comforting aroma of banana and cinnamon muffins filled the air of the Mango Hill community recently, after residents popped their cheffing hats on during a fun baking session.

**KNITTEN KITTENS:** Fashionable felines were ready for the catwalk after residents wove woolen jumpers around cardboard cats. The activity not only sparked creativity but also helped restore mobility in the sore hand of one resident.



## SINNAMON PARK



**FLASH BACK:** Taking a trip down memory lane, several residents shared their most cherished childhood memories and photos, leading to a heartwarming, bonding moment.

**LUNCH BUNCH:** The gentlemen of Sinnamon Park had plenty to smile about after spending the day at the Souths Sports Club, with classics like calamari with salad and chips, and curry on the menu.

**MUSIC MELODY:** Talents were on full display at the Sinnamon Park community when two Seasons residents delivered separate musical performances. Barry sung on the mic, while Ros played the piano and encouraged a community sing-a-long.

**PEAK PEDAL:** Nature lovers explored the tranquil Japanese Gardens at Mt Coot-tha, travelling in style by tri-shaw and taking in the beautiful scenery. The ride offered a unique way to experience the lush surroundings and peaceful ambiance. Many residents took the opportunity to snap photos, while others simply enjoyed the moment of quiet.

## WATERFORD WEST



**LOCO FOR HISTORY:** It was 'full steam' ahead for residents who ventured out to the Queensland Museum Rail Workshop in Ipswich. After learning about the history of Queensland railways and heritage trains, the group then enjoyed lunch at the Queens Park Cafe.

**'SEAS' THE DAY:** Sunshine, sandcastles and waterside views created the perfect backdrop for a barbecue lunch, when residents boarded a ferry and travelled to Coochiemudlo Island for the day.

**PJ PARADE:** Winter fashion was on trend at Waterford West when residents dressed up in their coziest pair of pyjamas for a light-hearted lunch. Showing off their stylish sleepwear, residents were served hearty beef pie.

**ALPACA ADVENTURE:** Fluffy, calm and sweet alpacas greeted residents as they arrived at the Mountview Alpaca Farm, near Lamington National Park, before sitting down for morning tea.



# 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,  
Bellara, 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](mailto:rentals@seasonsliving.com.au)

Visit our website:

🌐 [seasonsflexi.com.au](http://seasonsflexi.com.au)



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



# Anatomy of a Seasons apartment



\*Apartment layouts apply to Seasons Mango Hill, Sinnamon Park and Waterford West communities only.



Experience the Seasons difference for yourself through our Try Before You Buy offer. Find out more at [seasonsliving.com.au/try-before-you-buy](https://seasonsliving.com.au/try-before-you-buy)



## 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](mailto:info@seasonsliving.com.au)

Statement of Rights will replace Charter of Aged Care Rights from 1 November.

## 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.

Note: <https://www.agedcarequality.gov.au/workers/reform-changes-workers/statement-rights>

## Support Services:

 Older Persons Advocacy Network	 1800 700 600	 <a href="http://opan.org.au">opan.org.au</a>
 My Aged Care	 1800 200 422	 <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a>
 The Aged Care Quality and Safety Commission	 1800 951 822	 <a href="http://agedcarequality.gov.au">agedcarequality.gov.au</a>
 NDIS	 1800 035 544	 <a href="http://ndiscommission.gov.au">ndiscommission.gov.au</a>
 ARQRV	 1800 951 822	 <a href="http://arqrv.org.au">arqrv.org.au</a>

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.