

Welcome to Seasons Care Suites

Your Guide to Choosing the Right Residential Aged Care

seasons
CARE SUITES







The Seasons Difference

YOUR CARE, YOUR WAY

At Seasons, we care - that's why we are proud to offer Care Suites to new and existing residents.

Care Suites is a boutique privately owned, 30-bed residential aged care facility, co-located at our beautiful Seasons Retirement Community at Mango Hill.

Our residential aged care combines comfort and support, serving as a place to call home for seniors who require extra assistance with 24/7 personal and clinical care.

Our team of professional nurses and dedicated care workers are available to ensure your well-being and to work collaboratively with external health care professionals to develop a comprehensive care plan that meets your needs, goals and preferences.

Services are compassionate, responsive, and personal. We understand every person has their own story, culture, personal values, and preferences, which is why the care we offer is planned in consultation with residents and their supporters to meet their specific requirements.

When residents choose to call Care Suites home, they can also consider the Seasons Higher Everyday Living Package. For an additional fee, Seasons offers a higher-standard range of food, lifestyle, and hospitality services.

CARE SUITE FLOOR PLANS

Courtyard Suite: Type 1



Courtyard Suite: Type 2



Standard Suite



NB: Courtyards limited to Premium Suites. Slight variations may exist across the Care Suite floor plans.

WE OFFER:

- ✓ Quality care from friendly staff
- ✓ Access to allied health services
- ✓ Dedicated clinical & care team
- ✓ 24/7 onsite registered nurse
- ✓ Respite care
- ✓ Palliative care
- ✓ Personal care
- ✓ Vibrant lifestyle program
- ✓ Wholesome meals & snacking options
- ✓ Premium bed covers & linen
- ✓ Laundry service
- ✓ Private spacious suite with kitchenette & TV
- ✓ Homely surroundings
- ✓ Beautiful gardens
- ✓ Swimming pool
- ✓ Gym
- ✓ Cinema
- ✓ Chapel
- ✓ Hair salon
- ✓ Cafe
- ✓ Flexible visiting times
- ✓ Secure & gated community



Care Suite with private kitchenette



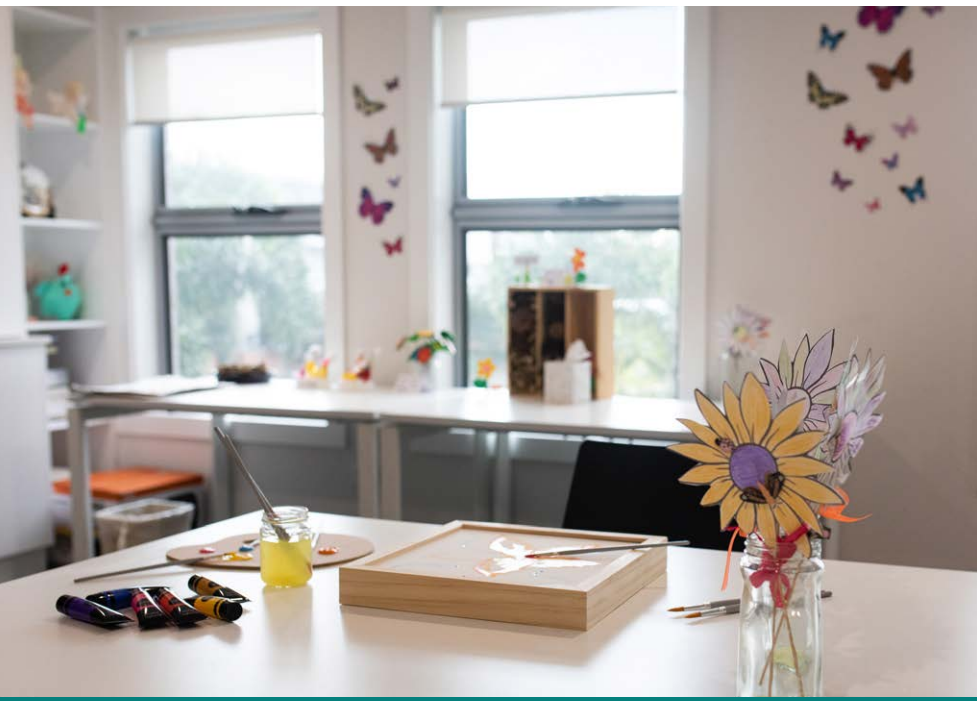
Cinema



Hair salon



Outdoor area



Activity room



Swimming pool

STEPS FOR ENTRY

1. **Aged Care Assessment:** Contact My Aged Care to arrange a comprehensive aged care assessment on 1800 200 422 or visit **myagedcare.gov.au** This should be organised as soon as possible as it allows Seasons to claim government subsidies in relation to the care provided and as such may reduce the fees otherwise payable by you (or your appointed supporter).

2. **Income and Asset Assessment:** Complete an income and asset assessment with Services Australia. This assessment will determine how much you may need to pay towards the cost of your care. It is not a mandatory requirement to complete an income and means assessment, however if not completed you will not be entitled to Government subsidies and will need to pay both the maximum fees for your care and the agreed accommodation price. Visit **servicesaustralia.gov.au** for information regarding income and assets assessments for residential aged care.

3. **Come meet with us:** We welcome the opportunity to meet with you (and your supporter) to discuss your care and lifestyle needs. We would like to show you our Care Suites, and facilities and talk through how we can meet your needs. At this time you will also meet with a member of our clinical and management team to discuss your care needs to ensure that we are able to provide the level and quality care you require. If you feel that Seasons Mango Hill Care Suites is the right place for you (or your loved one) to call home, you can complete an Application Form. This information will assist us in understanding your care needs and what payment options might suit your situation.

4. **Seek independent legal and financial advice:** We strongly encourage residents (and their supporters) seek independent legal and financial advice from an adviser or solicitor that specialises in aged care to ensure you are making sound decisions relevant to your own individual circumstances.

5. **Entry:** Upon entry our friendly staff will welcome, and support you to settle into your new home. Members of our management and clinical teams will meet with you (and your supporter) to gather additional information, including the commencement of clinical and care assessments to assist us in developing a comprehensive care and service plan, in consultation with you, and those you wish to have involved in your care to ensure we are fully aware of your needs, goals, and preferences.

USEFUL RESOURCES

My Aged Care
1800 200 422
myagedcare.gov.au

Department of Veterans Affairs
133 254
dva.gov.au

Services Australia (Aged Care Line)
1800 227 475
servicesaustralia.gov.au

Older Persons Advocacy Network (OPAN)
1800 700 600
opan.org.au

SUMMARY OF FEES AND CHARGES

ACCOMMODATION PAYMENT OPTIONS

Residents can choose to pay their accommodation costs as a refundable lump sum, daily payment, or a combination of both. Please find below helpful information.

Refundable Accommodation Deposit

A RAD is a one-off lump sum made to Seasons, which is Government assured. A portion is refunded to the resident or their estate, less any drawdown amounts and or fees you have agreed to pay.

Residents entering residential aged care pay a 2% annual retention deducted from the RAD, calculated daily, with the total retention capped at a maximum of 5 years.

After 5 years of care, no further retention amounts will be deducted from the RAD. If you choose to pay a RAD, daily accommodation payments will apply until the RAD is paid. You can pay or top up the RAD at any time after your means assessment is finalised or once means-not-disclosed status is confirmed.

Daily Accommodation Payment

A Daily Accommodation Payment (DAP) is the RAD equivalent paid periodically in the form of a rental-type payment. The DAP amount is calculated by applying the maximum permissible interest rate (MPIR) to the room price and dividing the amount by 365 days.

Combination

Part Refundable Accommodation Deposit and part Daily Accommodation Payment.

Drawdown

Same as Combination but Daily Accommodation Payment component is taken from your Refundable Accommodation Deposit.

OTHER CHARGES

Within residential aged care, there are a range of government-regulated fees and charges. Some are standard, such as the Basic Daily Fee, which is payable by all residents, while others vary depending on your individual financial circumstances. Services Australia calculates your required contribution based on the outcome of a formal Government Income and Assets Assessment.

The Australian Government requires people who have the financial capacity to contribute to the cost of their care. Depending on when you entered care, this contribution may be through a Hotelling Contribution and Non-Clinical Care Contribution (for residents entering care under 1 November 2025 fee arrangements) or a Means-Tested Care Fee (for residents under 1 July 2014 arrangement). There are annual and lifetime caps that apply to resident contributions.

Basic Daily Fee

Everyone must pay the Basic Daily Fee. The Basic Daily Fee (BDF) is a flat fee payable by all aged care residents, set at 85% of the single basic rate of age pension. It covers services such as cleaning, linen, utilities and food. The BDF rate is indexed twice per year in line with changes in the aged care pension on 20 March and 20 September each year.

Hotelling Contribution

The Hotelling Contribution is an income and asset assessed fee that commenced for new residents from 1 November, 2025, (replacing the existing means-tested fee) that helps cover daily costs like food, cleaning and laundry.

Non-Clinical Care Contribution

The Non-Clinical and Care Contribution is an income and asset assessed fee that commenced for new residents from 1 November, 2025, (replacing existing means-tested fee) to help pay for non-clinical services such as personal and lifestyle activities.

Means Tested Care Fee

The Means Tested Care Fee is an income and asset assessed fee that applies to existing or transitional cohort residents under 1 July 2014 fee arrangements.

Higher Everyday Living Fee (HELF)

This is an optional fee for residents who choose to receive higher quality everyday living services. A HELF can be charged for services that are of a higher quality or in addition to those we must provide.





GLOSSARY OF ACRONYMS

AN-ACC	**Australian National Aged Care Classification**	The Government funding model that provides equitable funding to approved aged care providers to deliver care to residents.
BDF	**Basic Daily Fee**	The Basic Daily Fee (BDF) is a flat fee payable by all aged care residents, set at 85% of the single basic rate of age pension. It covers services such as cleaning, linen, utilities and food. The BDF rate is indexed twice per year in line to changes in the aged care pension.
DAC	**Daily Accommodation Contribution**	A daily contribution paid by a resident who is eligible for some government assistance with accommodation costs.
DAP	**Daily Accommodation Payment**	A non-refundable daily payment made by a resident who is required to pay their accommodation costs in full.
HELF	**Higher Everyday Living Fee**	The Higher Everyday Living Fee (HELF) is an optional fee for people who choose to receive a higher standard of everyday living services in permanent or respite residential aged care (e.g. newspapers, wine etc). This is an optional charge, for individual items or the complete bundle. The HELF is a separate agreement, which is entered into after you move into Care Suites.
HC	**Hotelling Contribution**	The Hotelling Contribution is an income and asset assessed fee that commenced for new residents from 1 November, 2025, (replacing the existing means-tested fee) that helps cover daily costs like food, cleaning and utilities.
MAC	**My Aged Care**	Government service that assists clients to find and access aged care services through a website and help line.
MAS	**Maximum Accommodation Supplement**	This supplement helps people in residential aged care who can't pay their full accommodation costs. Find out who's eligible to get this supplement and how much you get on behalf of eligible residents.
MPIR	**Maximum Permissible Interest Rate**	The aged care Maximum Permissible Interest Rate is a government-set rate used to calculate daily accommodation payments in residential aged care facilities, based on a room's price. The MPIR is used to calculate the daily accommodation payment (DAP) for residents who choose to pay this way.
MTF	**Means Tested Fee**	The amount a permanent resident may be required to pay towards the cost of their care (in addition to Basic Daily Fee (BDF), based on their financial means as determined by Services Australia. This fee applies to residents under 1 July 2014 fee arrangements.
NCCC	**Non-Clinical Care Contribution**	The Non-Clinical and Care Contribution is an income and asset assessed fee that commenced for new residents from 1 November, 2025, (replacing means-tested fee) to help pay for non-clinical services such as personal and lifestyle activities.
RAC	**Refundable Accommodation Contribution**	A refundable lump sum contribution paid by a resident who is eligible for some government assistance with accommodation costs.
RAD	**Refundable Accommodation Deposit**	An upfront lump sum paid by a resident who is required to pay their accommodation costs in full. The balance is refundable when the resident leaves care, less any permitted deductions.
SA	**Services Australia**	Services Australia is an Australian Government department responsible for delivering social security payments and services.
SAS	**Single Assessment System (SAS)**	The Single Assessment System is the way older people are assessed for eligibility and access to aged care services. It replaces the previous separate assessment pathways, including the Aged Care Assessment Team/Service and Regional Assessment Service, with one simpler system.

To speak to a staff member, phone our community on **(07) 3498 2850.**



seasonsliving.com.au