

Higher Everyday Living Fee (HELP) packages and their inclusions.

Transition: old Extra/Additional Fee agreements finish by 31 October 2026

HELP Package	Description	Daily Price (GST inc)	Tick Package
Premium Care Package	<i>*Package includes services provided on a monthly basis. A minimum one-month subscription is required.</i>	\$6.50	
Premium toiletries	Premium-brand toiletries (e.g., luxury body wash, soap, moisturiser) in place of standard consumables.	\$2.15	
Hairdressing service	Professional hairdressing service provided every 4 weeks, including wash and cut.	\$2.05	
Premium linen products	Hotel-grade linen and towels supplied.	\$2.15	
Clothing Labels	Labels for older people garments	\$1.45	
Accommodation Package		\$5.50	
In-room smart TV	Individual flat-screen smart TV provided in each room.	\$5.00	
Electrical safety "test and tag" personal devices	Electrical "test and tag" safety check for older people-owned devices	\$2.00	
Digital Service Package		\$3.50	
Internet access service	Personal Wi-Fi access in older people rooms and common areas.	\$2.15	
Telephone service	Unlimited local and mobile calls.	\$1.45	
Older people Tech Support	On-demand support for older peoples with phones, tablets, and digital devices (excluding hardware fixes).	\$1.45	
Premium Meals Package	<i>*Package includes services provided on a weekly basis. A minimum one-week subscription is required.</i>	\$13.50	
Twice-weekly hot breakfast	Twice-weekly plated hot breakfast, prepared and served to café standard.	\$5.50	
Daily à la carte meal selection	Daily menu featuring two main course selections.	\$1.45	

HELP Package	Description	Daily Price (GST inc)	Tick Package
Daily dessert with meal service	Desserts served with both lunch and dinner every day.	\$4.00	
Beverage service with meals (wine, beer, or soft drink)	Meals served with cellar-quality wine, beer, or soft drink.	\$6.00	
Lifestyle Package	<i>*Package includes services provided on a monthly basis. A minimum one-month subscription is required.</i>	\$3.00	
Monthly Outdoor BBQ Social	A monthly community barbecue held in the garden courtyard (weather permitting).	\$1.00	
Monthly entertainment event (external performers)	Live external entertainer (musician, animal show, performance) provided monthly as an additional lifestyle activity.	\$1.00	
Assistance with grocery ordering	Staff assisting older peoples with online grocery ordering (e.g., Coles) fortnightly.	\$1.00	
Monthly lifestyle bus outings with free transport	Monthly bus excursions offering social connection and leisure experiences — transport included.	\$1.00	
All-Inclusive Living Package		\$23.00	
Premium Care Package	Includes all services and inclusions outlined in the <i>Premium Care Package</i> .	\$6.50	
Accommodation Package	Includes all services and inclusions outlined in the <i>Accommodation Package</i> .	\$5.50	
Digital Service Package	Includes all services and inclusions outlined in the <i>Digital Service Package</i> .	\$3.50	
Premium Meals Package	Includes all services and inclusions outlined in the <i>Premium Meals Package</i> .	\$13.50	
Lifestyle Package	Includes all services and inclusions outlined in the <i>Lifestyle Package</i> .	\$3.00	