



## A New Approach to Every Day Living!

From 1 November 2025, the Australian Government's new Aged Care Act introduces changes to fee arrangements across residential care. At Harbourside Residential Care, we are transitioning to the **Higher Everyday Living Fee (HELP)** – a simpler and more transparent way to support an enjoyable and enriched lifestyle for our residents.



**harbourside**  
PORT STEPHENS



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# What Is HELP?

The Higher Everyday Living Fee (HELP) replaces previous Additional Services and Extra Service Fees. Our HELP charge is:

- Just \$15 per day, that's half the usual \$30 daily value for all the activities
- 25% discount for concessional – fully supported residents

## What's Included?

Residents who opt into the HELP enjoy:

- ✓ **Fortnightly social bus outings**
- ✓ **Annual celebration event** – in-house venue & catering (finger food & cake for up to 20 people)
- ✓ **Bi-monthly hairdresser appointments** – 6 per year, capped at \$30 per visit with our onsite hairdresser (any additional costs to be paid directly to the hairdresser).
- ✓ **Weekly aqua aerobics group session** with a physiotherapist
- ✓ **Barista-made coffee and cake** each week
- ✓ **Annual trip to the Hunter Valley Christmas Lights**



## What This Means for You?

The HELP provides greater clarity and consistency – offering all-inclusive access to enhanced lifestyle activities and services under one straightforward daily fee. Participation is optional and available to all residents wishing to enjoy these added experiences and social connections.

For further information contact Mary Roselius, Clinical Administrator –  0423 873 193