



About **HELF**

HELF - A New Approach to Everyday Living!

Background - The Australian Government's new Aged Care Act introduced changes to fee arrangements across residential care.

Harbourside Residential Care is now transitioning to the **Higher Everyday Living Fee (HELF)** - A simpler and more transparent way to support an enjoyable and enriched lifestyle for our residents.

What Is HELF?

The Higher Everyday Living Fee (HELF) replaces previous Additional Services and Extra Service Fees. Our HELF program is available with two package options;

Package 1 - Wellbeing and Lifestyle Plus - DAILY FEE \$26.50

This includes:

- ✓ **Monthly** social bus outings
- ✓ **Annual** celebration event - in-house venue & catering (finger food & cake for up to 20 people)
- ✓ **Hairdresser** appointments - every two months - 6 per year, capped at \$30 per visit with our onsite hairdresser (any additional costs to be paid directly to the hairdresser).
- ✓ **Fortnightly** one-on-one physiotherapy session (30 minutes)
- ✓ **Daily** barista-made coffee from Tommy's Café located in Carter House
- ✓ **Annual** trip to the Hunter Valley Christmas Lights

Note: each item can be purchased individually

Package 2 - Comfort, Connection and Support - DAILY FEE \$26.50

This includes:

- ✓ **Monthly** social bus outings (higher support)
- ✓ **Annual** celebration event - in-house venue & catering (finger food & cake for up to 20 people)
- ✓ **Hairdresser** appointments - every two months - 6 per year, capped at \$30 per visit with our onsite hairdresser (any additional costs to be paid directly to the hairdresser).
- ✓ **Fortnightly** one-on-one physiotherapy session (30 minutes)
- ✓ **Individual** Engagement Program - tailored engagement program supporting social connection, purpose and quality of life

Note: each item can be purchased individually

What This Means for You?

The HELF 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 who wish to enjoy these added experiences and social connections.

For further information or to take up an option, contact Mary Roselius, Clinical Administrator

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