



# HELF: Sharing the Investment in Quality Care

26 June 2025

Pride  
Aged Living



Take pride in your success



**Bruce Bailey**  
Managing Director

# Agenda

1. Why HELF is part of the New Aged Care Act
2. How does HELF benefit residents?
3. Is HELF pro-choice? Does it support dignity?
4. Some operational issues
5. Change is painful



# What is HELF?



Australian Government  
Department of Health and Aged Care

## Higher Everyday Living Fee

The Australian Government is replacing the Extra Service Fee and Additional Service Fee with the Higher Everyday Living Fee from 1 July 2025.

This optional fee has enhanced consumer protections for residents who choose to pay more for higher quality everyday living services.

People who live in aged care homes will continue to have choice about what extras they pay for, with improved protections to ensure they cannot be asked to pay for things they don't want or can't use.

Providers cannot discriminate based on a person's ability to pay for extra services.

Under the Higher Everyday Living Fee, residents and providers will agree to additional goods and services.

## Higher Everyday Living

**Fees** are one of the revenue streams for providers and one of four resident fees in the new Act.

- Care Funding (AN-ACC & resident contribution)
- Hotelling (Daily Fee and Hotelling Contribution)
- Accommodation (Subsidies, RADs and DAPs)
- Higher Everyday Living Fees

# Why HELF is part of the new Act

## **Government policy is a “big system” that cannot be tailored to meet every individual’s needs**

- Government pays 100% of care – Public health policy
- Consumers pay 100% of basic everyday living (85% of pension) – Pensioner level of services
- Government or residents pay for accommodation – Residents who can afford to can choose their apartment
- Residents contribute to non-care costs based on means – Like Medicare and means testing of pensions
- Residents are entitled to buy more everyday living services than Government has mandated
- Will your facility offer HELF to your residents who want it? Why wouldn't you offer it?

# HELF is like other Government systems

- **Public Schools** – voluntary contributions and excursion fees
- **Public Hospitals** – doctor of choice
- **Private Health Insurance**
- **Toll Roads**
- **GP Visits** – Medicare plus co-payment
- **Pharmaceutical benefits** – co-payment model

*“No one is held back and no one is left behind” – Anthony Albanese*

**HELF is the system that allows residents to get “extras” during their stay in residential care, when many would prefer to be in their own home. This increases their quality of life!**

## HELF services include

- In-room smart TVs
- Hot breakfasts
- Bus trips
- Enhanced meal choices
- Wi-Fi
- Special events/activities

# How HELF contributes to Quality of Life

Theme	The Essence	Direct HELF Services
Health Perception	Feeling healthy (relatively)	
Autonomy	Being able to manage	Yes
Role and Activity	Doing things that bring a sense of joy	Yes
Relationships	Having close relationships	Yes
Attitude and Adaptation	Looking on the bright side of life	Yes
Emotional Comfort	Feeling at peace	
Spirituality	Experiencing faith	
Financial Security	Not feeling restricted by the financial position	Yes

<https://www.msmanuals.com/professional/geriatrics/aging-and-quality-of-life/quality-of-life-in-older-people>



# Other HELF benefits for residents

- **Person-Centred Approach** – If you ask people to pay, you must give them what they value.
- **Treats residents as individuals with agency** – If a person wants something “extra”, they can have it.
- **Contributes directly to sustainability and overall service quality** – Especially in the Not-for-Profit sector, generating additional income to cover other services, e.g. Chaplaincy services.
- **Regulation protects consumers** – The new Act regulates HELF much more than Extra Services and Additional Services.

# Everyone can have services

*“Yes. That service is available for purchase. Would you like us to provide you with some information?”*





# Our recommendations

- **Embrace HELF** – It's fundamental to the New Aged Care Act
- **No changes** – To care and services for existing residents
- **Acknowledge** – That residents have different preferences and values
- **Understand which HELF services residents value** – “Would you like fries with that?”
- **Explain** – The limits of the Government system
- **Be positive about HELF** – Unless you support HELF, residents won't understand and accept it

# For residents

- **HELF services brochure** – Outlining the services and associated fees
- **Itemised list of services and fees** – Just like a restaurant menu – consumer choice
- **HELF Agreement** – a document on its own signed after admission, separate to the Resident Agreement that is signed prior
- **Assess capacity to benefit** – Don't oversell and continue to monitor
- **Fees** – Alignment with residents' income and capacity to pay (discounted rate for supported residents)
- **Optionality** – Package or ad hoc services
- **Benefits and features** – HELF is a set of features that provide benefits – residents value benefits



# For site staff

- **Sales/Admissions** – Introduce and explain the package and services
- **Admin/Lifestyle** – Answer enquiries, manage bookings and ensure availability of package services, e.g. pillows, labels, internet.
- **Residential Manager (or delegated staff member)** – Assess residents' ability to benefit
- **Personal Carers** – Support residents' access to services, e.g. assist meal selection, and delivery, alcohol/drinks.
- **Lifestyle** – Plan and coordinate HELF events and activities.
- **Hotel Services** – Plan superior food and beverages, cater for take-in meals and special events.
- **Maintenance** – Facilitate testing and tagging, support the procurement, installation, and maintenance of specified items.

**All Staff are Integral to the Quality of Life of Residents under HELF**

# Non-HELF services

SERVICE TYPE*			
Residential Accommodation	Residential everyday living	Residential non-clinical care	Residential clinical care
Accommodation	Operational administration and emergency assistance	Care and services administration	Care and services plan oversight
Accommodation administration	Telephone and internet services	Personal care assistance	Rehabilitation, allied health, speech and fitness therapy programs
	Utilities	Communication	Medication management
	Cleaning services and waste disposal	Emotional support	Nursing
	Communal furnishings	Mobility and movement needs	Dementia and cognition management
	Bedroom and bathroom furnishings	Continence management	General access to medical services
	Toiletry goods	Recreational and social activities	General access to allied health services
	Personal laundry		
	Meals and refreshments		

Source: Aged Care Rules – Draft Residential Aged Care Service Lists

# HELF services

Pride  
Aged Living



Easy-read digital  
clock and  
calendar



Fully serviced  
bar fridge /  
personal mini bar



Pillow menu and  
new pillows



Superior  
toiletries



Superior hygiene  
products



Bottled water



Private  
telephone



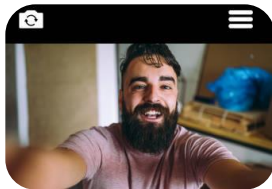
In-room smart  
TV



Wi-Fi access



Subscription  
music



Family video  
conferencing



Test and tagging  
of personal  
electrical items



Professionally  
printed clothing  
name labels



Meditation  
private classes



Gym classes



Gardening club



Bus trips



High tea



Special events



Alcohol / soft  
drink with meals



Special "take in"  
meal / BBQ



Happy hour



# Your HELF readiness checklist

- ✓ A contract that is flexible and positive
- ✓ Rooms and service lines that are set up to easily and discreetly turn services on and off based on resident choice
- ✓ Change management, support and training for staff
- ✓ Structured approach and timing to support residents to make choices without being overwhelmed

Pride Aged Living has had the privilege of supporting providers in implementing Additional Services across 25,000+ places over the past six years.

As the transition to HELF approaches on 1 November 2025, our team remains committed to assisting you every step of the way.

If you're stuck, reach out.

[Learn more about our HELF services](#)



# Contact

Suite 1003/100 Walker Street  
North Sydney NSW 2060

Level 23, Tower 5/727 Collins Street  
Docklands VIC 3008

02 9068 0777  
clientservice@prideagedliving.com.au  
prideagedliving.com.au

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