



Higher Everyday Living Fees (HELF)

Pride Aged Living will partner with you to roll out our innovative Higher Everyday Living program, embracing a person-centred approach while supporting long-term financial sustainability. As subject matter experts, we provide structure and momentum, allowing your team to stay focused on core operations.

Higher Everyday Living Fees (HELF) will replace Extra Service Fees and Additional Service Fees from 1 November 2025.

As thought leaders in the residential aged care sector, we take a commercial approach to developing and implementing Higher Everyday Living programs.

This program provides value and increased benefits to residents and can also generate increased revenue per resident per annum.

Our Higher Everyday Living program can provide you with support in all aspects of development, management and delivery:

Strategic direction, guidance and ongoing support.

Price modelling.

Marketing support.

Staff training.

Program auditing.

Compliance monitoring.

Take pride in your success





Megan White
Director

We support aged care providers with:



HELF Transition and Ongoing Support

The HELF Transition Program is designed to assist providers restructure their existing Extra Services and Additional Services programs, ensuring operational processes and framework are HELF compliant.

We also provide ongoing support with compliance, complaints, training and updates.



HELF Implementation and Ongoing Support

We design and implement HELF programs tailored to your services, including market analysis, pricing, contracts, marketing, billing, training, and admin.

We also provide ongoing support with compliance, complaints, training and updates.



Additional Services / Extra Services / HELF Audit

We offer an Additional Services / Extra Services audit (until 1 November 2025) - transitioning to a HELF audit thereafter. This service supports external compliance and program reviews, mapping your current offering against relevant business rules and identifying any gaps.

Why partner with Pride Aged Living?

- Proven track record: We've introduced Additional Services to over 25,000 residents nationwide.
- Expert guidance: Our dedicated team of specialist consultants supports you through the implementation and navigation of HELF and Additional Services.
- Competitive insight: You benefit from our Additional Services database, including our clients and their competitors.
- Revenue growth: Our innovative program increases revenue per resident while enhancing value and benefits to residents.
- Trusted delivery: Our program is person-centred, compliant and implemented on time.



I highly recommend Pride Aged Living for their consumer-driven approach, well-structured project management, and efficient implementation of additional services with full program compliance confidence.

ANN DEL ROSARIO
HEAD OF FUNDING AND ADMISSIONS
BAPTISTCARE

Get in touch

To find out more about how we can assist, please contact us at clientservice@prideagedliving.com.au or [02 9068 0777](tel:0290680777).

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PrideAgedLiving.com.au

