



HELFLife

## Higher Everyday Living Fees



From 1 July 2025, Higher Everyday Living Fees (HELFLife) will replace Extra Services (ESS) and Additional Services (AS).

Now is the time to act to be HELFLife-ready.

The new Aged Care Act embeds a user pay model and providers must embrace a commercial approach to their accommodation and the provision of person-centred services to remain viable.

Providers that don't offer services beyond the basics may seem less attractive to consumers with the capacity to pay, risking lower occupancy rates and challenging their mission and financial sustainability.

**Pride Aged Living has supported providers of over 25,000 places to successfully implement additional services programs, offering consumers more choice and better quality of life while improving provider viability.**



Take pride in your success

**Pride**  
Aged Living

# Higher Everyday Living Fees

We support aged care providers with:

## HELFL Readiness Program

Subscribing to this program will give you up-to-date information and tools to help you understand the impact of HELFL on your organisation and support your readiness for 1 July 2025.

\$2,995 + GST per provider

## HELFL Transition Program

The HELFL Transition Program is designed to assist providers restructure their ESS/AS programs to be HELFL compliant.

## HELFL Audit

For providers operating non-Pride Aged Living (PAL) AS/ESS programs, we offer a HELFL audit. This audit will map your existing program against the HELFL business rules, identifying gaps.

## HELFL Implementation and Ongoing Support

We design and implement HELFL programs based on your existing services. It includes market and competitor analysis, a fee structure, marketing materials, contract agreements, billing, staff training, administrative procedures.

We provide ongoing support, advice, compliance monitoring, complaint management, training and collateral updates.

## HELFL Bespoke Services

Some providers have unique requirements. If needed, we can develop a bespoke HELFL program designed to meet your specific needs.

## Key Benefits

The benefits of our HELFL services include:

- Person-centred
- HELFL compliant
- Implemented on time

## Get in touch

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

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[PrideAgedLiving.com.au](http://PrideAgedLiving.com.au)

