



ST VINCENT'S CARE
Better and fairer care. Always.

Everyday Choices

The Higher Everyday Living Fee (HELF) provides a clear structure of what must be included as part of residents' daily care and accommodation fees, while also allowing homes to offer additional, optional lifestyle and wellbeing services, for a separate fee. At St Vincent's, the Higher Everyday Living Fee will be known as Everyday Choices.

As we implement Everyday Choices, our services will fall within three distinct areas as below.

	Aged Care Standard Inclusions	St Vincent's Inclusions	Everyday Choices
	Mandatory for all aged care providers, to deliver safe and effective care. Included as part of daily accommodation and care fees.	Services offered by St Vincent's, that are above the mandatory standards. Included as part of daily accommodation and care fees for no extra cost .	Optional extras, that are above the mandatory standards. Residents can choose to utilise these services, for a fee.*
 Accommodation & Daily Living	Accommodation, cleaning and maintenance Linen, towels, personal storage and shower aids	TVs in all rooms	Personalised pillow menu Pamper Hampers
 Meals & Refreshments	3 meals daily + snacks available 24/7 Choice of non-alcoholic, hot and cold drinks throughout the day	Hot breakfast options Special event menus Private dining rooms available to book Visitors eat for free with residents (bookings required)	Barista made coffee/tea from on-site café Choice of alcoholic drink with meals Specialised external dining events
 Clinical & Personal Care	All clinical and personal care 24/7 Registered Nurse Care, support and equipment aligned to individual Care Plans		Additional wellness or exercise sessions outside of individual Care Plan Hairdressing, beauty treatments, massages etc
 Communication & Connectivity	Access to a landline in rooms Wi-Fi access in all rooms and common areas	Telephones connected to landline in rooms Wi-Fi connected in rooms and throughout home Loan iPads/tablets for residents to use Daily newspapers in common areas	Domestic + international call costs from rooms Individual newspaper or magazine subscriptions Individual concierge services

*Everyday Choices services currently on trial at pilot homes and subject to change.

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 Emotional, Spiritual & Pastoral Support	Respect for religious diversity Access to spiritual or cultural supports on request	Pastoral Care and end-of-life family support On-site Mass and access to multi-faith chapel Annual reflection and memorial events	1:1 social / companion visits or outings My Legacy - an historical storyboard
 Recreation, Lifestyle & Community	Access to 1 x meaningful activity per day, promoting wellbeing	Additional lifestyle and social activities within the home (school groups, community groups, volunteer performances etc) Cinema rooms / movie nights within the home Pet therapy within the home Foxtel and Free to Air channels shown in common areas	External outings or ticketed events Foxtel in individual rooms Silver memories - specialized 24/7 nostalgia radio/ television service Specialised external community program (e.g. paint and sip; learn a language)
 Environment, Comfort & Essentials	BBQ / outdoor spaces Basic laundry service- wash, dry, fold Basic toiletries Cleaning, waste disposal and utilities	Specialist resident gardens (e.g. herb and vegetable gardens) Interactive walking paths and gardens	Ironing or dry cleaning
 Allied Health & Cognitive Support	Allied health as per individual Care Plan Support for dementia and cognitive impairment	Pastoral Care and spiritual support Digital dementia therapy (e.g. story tables, VR goggles, etc)	Additional allied health sessions outside of individual Care Plan

We are committed to better and fairer care, always.
Everyday Choices does not impact the clinical care or quality of care our residents receive from St Vincent's.

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