Everyday Choices

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

The *Higher Everyday Living Fee* (HELF) allows aged care homes to offer additional and optional services for a fee. At St Vincent's, we call this ***Everyday Choices.***

This guide makes it clear what's included as part of your standard fees, and what options you can choose to pay extra for.

	Aged Care Standard Inclusions Services from the Residential Services List that all aged care providers must provide to comply with the Aged Care Quality Standards.* **Included in your daily accommodation and care fees.**	**St Vincent's Inclusions** Additional services provided by St Vincent's beyond the standard requirements. **Included in your daily accommodation and care fees at no extra cost.**	***Everyday Choices*** Optional extras, that are above the standard requirements. Residents can choose to utilise these services, for a fee.*
Accommodation & Daily Living 	Accommodation, standard room furnishings and bedding Linen, towels, personal storage and mobility aids Basic toiletries and personal hygiene products	TVs in all rooms (SMART TVs where possible)	Pamper hampers, luxury grooming and beauty products
Meals & Refreshments 	Three nutritious meals daily and choice of snacks available at all times Choice of non-alcoholic, hot and cold drinks throughout the day Choice of specialty dietary requirements (i.e. vegetarian or texture modified)	Additional cooked breakfast options Seasonal rotating menus with Resident input, BBQs and themed meals Private spaces bookable for special events (catering and cleaning fees apply) Compassionate visitor dining	Barista made coffee/tea from on-site café Choice of alcoholic drink with meals Specialised external dining events
Clinical & Personal Care 	Clinical and personal care, medication support 24/7 Registered Nurse care Care and clinical equipment aligned to individual Care Plans		Additional wellness or exercise sessions outside of individual Care Plan Hairdressing, beauty treatments, massages
Communication & Connectivity 	Access to telecommunications (e.g. landline, internet or Wi-Fi) throughout the home and in Resident rooms upon request	Wi-Fi connected in all rooms and throughout the home Daily newspapers offered within common area of the home	Phone handset, domestic and international call costs from rooms Individual newspaper or magazine subscriptions Individual concierge services

* For a detailed list of all services under the Aged Care Quality Standards, please refer to myagedcare.com

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

Everyday Choices

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

	Aged Care Standard Inclusions Services from the Residential Services List that all aged care providers must provide to comply with the Aged Care Quality Standards.* **Included in your daily accommodation and care fees.**	St Vincent's Inclusions Additional services provided by St Vincent's beyond the standard requirements. **Included in your daily accommodation and care fees at no extra cost.**	***Everyday Choices*** Optional extras, that are above the standard requirements. Residents can choose to utilise these services, for a fee.*
Emotional, Spiritual & Pastoral Support	Respect for religious diversity Access to spiritual or cultural supports Emotional care and support services	Pastoral Care and end-of-life resident and family support On-site Mass and access to multi-faith chaplaincy service Annual on-site reflection and memorial events Televised, in-room Mass services	Individual companion visits or outings My Legacy - a historical keepsake
Recreation, Lifestyle & Community	Access to social and recreational activities everyday to support wellbeing and community connection	Access to two or more lifestyle and social activities within the home (min 2 activities per day) Movie events offered within the home Pet and animal visits within the home Visits from community groups, volunteers and entertainers within the home Free-to-air TV and Foxtel available within common areas of the home Hobby and community groups offered within the home In-person visit from Accounts team for billing, accounts or personalised support	Premium or ticketed external events and special outings 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	Basic laundry service- wash, dry, fold Safe and comfortable surroundings Cleaning, waste disposal, maintenance and utilities	BBQ and outdoor spaces Specialist resident gardens in some homes (e.g. herb and vegetable gardens) Walking paths and garden spaces	Dry cleaning
Allied Health & Cognitive Support	Allied health as per individual Care Plan (i.e. physiotherapy or speech therapy) Support for dementia and cognitive impairment	Additional technology-enabled cognitive and wellbeing experiences	Additional allied health sessions outside of individual Care Plan

* For a detailed list of all services under the Aged Care Quality Standards, please refer to myagedcare.com

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