



Australian Government

Department of Health, Disability and Ageing

Residential Care Service List and Higher
Everyday Living Fee | Webinar



Residential Care Service List and Higher Everyday Living Fee

Webinar

2pm, Wednesday 17 June 2026

Overview

1. Overview of the Service List and HELF

Susan Trainor – Assistant Secretary, Contributions and Accommodation Reform Branch

2. Strengthened Aged Care Quality Standards

Victoria Angel – A/g Assistant Secretary, Choice and Transparency Branch

3. Aged Care Quality and Safety Commission

Kristian Wynn – Director, Regulatory Strategy, ACQSC

Jessica Zilujko – Director, Food, Nutrition and Dining Unit, ACQSC

4. Case Study

Lead: Susan Trainor – Assistant Secretary, Contributions and Accommodation Reform Branch

5. Further information and Q&A session

Residential Care Service List

- **Residential accommodation:** administration and operation of a home, including the building and grounds
- **Residential everyday living:** services which residents require on an everyday basis, such as bedding, furniture, meals and toiletries
- **Residential non-clinical care:** personal, social and emotional support services, aids and equipment, arranging social activities and personal care and grooming
- **Residential clinical care:** specific clinical care, includes nursing services, medication management, allied health and therapy programs.

Higher Everyday Living Fee

- HELF is optional for residents, and not all homes may offer it
- Covers extra services, not standard care
- Two types of agreements
 - Standing agreements
 - Ad-hoc agreements
- Homes set the services and prices
- Examples may include barista coffee, Wi-Fi, hair & beauty, newspaper services.

HELF consumer protections



Cooling off period

28 days notice to cancel or vary

Unavoidable service costs can be passed on

Homes may cancel or vary services that can no longer be delivered

HELF transition

- HELF replaces the previous Extra Service Fee (ESF) and Additional Service Fee (ASF) arrangements
- No new ESF or ASF arrangements can be made after **1 November 2025**
- If your ESF or ASF agreement was made before **1 November 2025**, it can continue until **31 October 2026**
- Understand your choices:
 - check what you currently receive and pay for
 - speak with your provider about HELF options and costs
- If you decline HELF, ask what standard services you will still receive
- Only one arrangement can apply at a time. If changes are needed, a new HELF agreement is required
- It is unreasonable to charge existing residents a HELF for services they previously received without an added fee.

Quality Standards and Statement of Rights

Quality Standards



Statement of Rights

Independence, autonomy, empowerment and freedom of choice

Equitable access

Quality and safe funded aged care services

Respect for privacy and information

Person-centred communication and ability to raise issues without reprisal

Advocates, significant persons and social connections

Commission's regulatory approach

- The Commission regulates and assesses providers' compliance with their obligations in the Act:
 - Services are delivered in line with the Statement of Rights
 - Aged Care Quality Standards
 - Residential Care Service List
 - HELF requirements.

Case Study: Arthur and Elsie



Arthur

- Arthur receives the essential care and services as required by the Service List to meet his care needs
- He doesn't pay anything extra for these services
- Care and services are delivered in line with the Quality Standards.



Elsie

- Elsie decides to accept a bundle of additional services under a standing HELF agreement:
 - a telephone in her room
 - Wi-fi access
 - premium meal options
 - daily newspaper
 - weekly activities outside of the home
- Elsie can also opt for ad-hoc HELF services when she wants them.



Accommodation Services

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Accommodation



Accommodation administration



Arthur

- Accommodation services
- Accommodation administration

Elsie

- Accommodation services
- Accommodation administration

Everyday Living Services

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Operations and emergencies



Communication services



Essential utilities



Cleaning and waste disposal



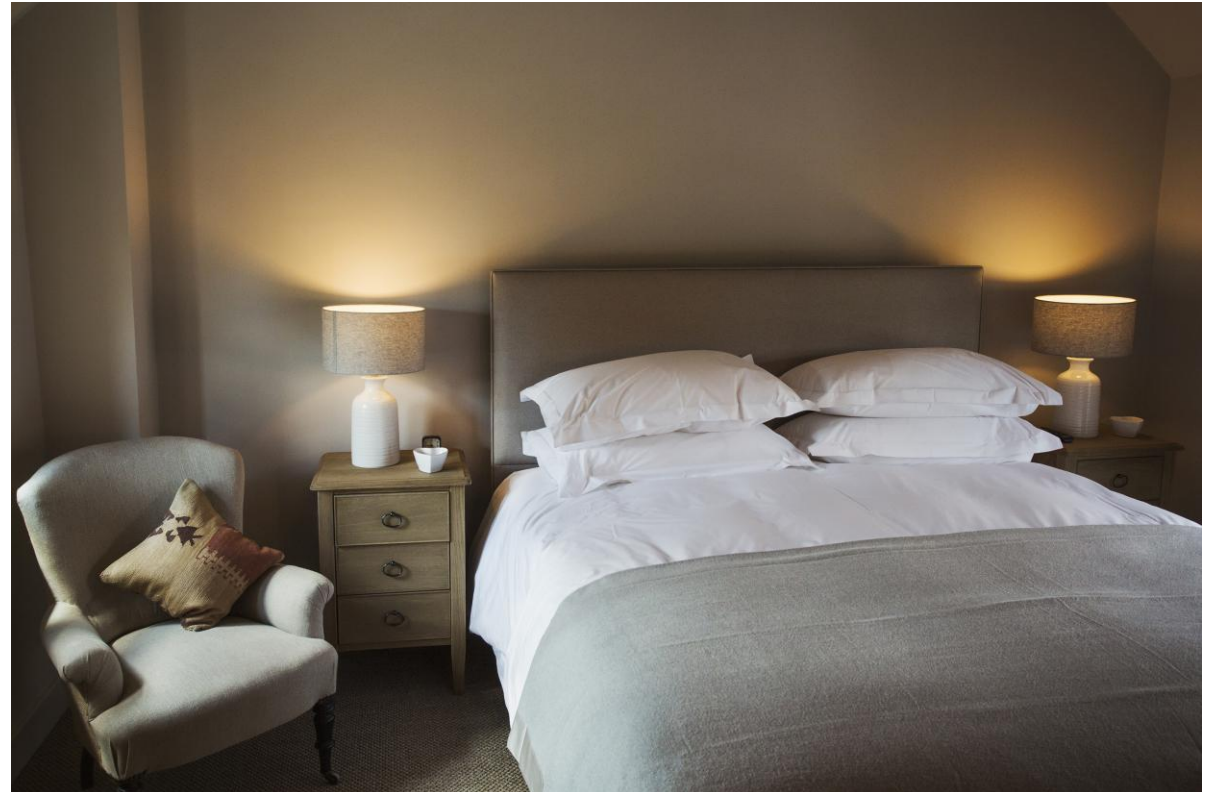
Furnishings



Personal laundry



Toiletries



Arthur

- Telephone access in the communal living area.

Elsie

- Telephone access in the communal living area
- Elsie chooses a bundle HELF services which covers:
 - a telephone in her room
 - Wifi and telephone usage costs
 - a Netflix subscription
- She also paid an ad-hoc HELF to test and tag her personal tablet.

Meals and Refreshments

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'I receive plenty of food and drinks that I enjoy.'

'Food and drinks are nutritious, appetising and safe, and meet my needs and preferences.'

'The dining experience is enjoyable, includes variety and supports a sense of belonging.'

ACQSC: Food, nutrition and dining

- Quality Standard 6
- ‘Everyday menu’ should include:
 - partnership with residents
 - different options to provide choice
 - adequate nutrition
 - nourishing snacks and drinks at all times
 - food and drink that meets residents’ needs
- Premium options should not diminish quality, size, variety or availability of standard meals.



Arthur

- Standard meals are tailored to Arthur's preferences and requirements – low sodium
- He receives a choice of meal between a few options
- Meals are nutritious, satisfying and varied.

Elsie

- Elsie also received nutritious, satisfying and varied meals
- HELF gives Elsie:
 - additional choice from an a la carte menu
 - glass of wine with dinner
 - high tea once a month.

Non-Clinical Care



Care and services administration



Personal care assistance



Communication



Mobility and movement needs



Continence management



Emotional support



Recreation and social activities



Arthur

- Free weekly activities
 - Tuesday Trivia
 - Yoga
 - Lawn bowls
 - Casino night
 - Music classes
- Arthur can choose to go on the weekly offsite excursion through an ad-hoc HELF – fees cover transport, tickets and food.

Elsie

- Free weekly activities
 - Tuesday Trivia
 - Yoga
 - Lawn bowls
 - Casino night
 - Music classes
- HELF gives Elsie a weekly excursion offsite – fees cover transport, tickets and food.

Clinical Care

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Care and services plan oversight



Allied health, rehabilitation and therapeutic exercise therapy programs



Medication management



Nursing



Dementia and cognition management



General access to medical services

Arthur

- Care and services plan outlines Arthur's needs, goals and preferences
- Arthur has diabetes – he pays for his medication, but doesn't pay medication management
- Accesses bulk-billed GP visits at the home each week.

Elsie

- Care and services plan outlines Elsie's needs, goals and preferences
- Elsie has long-term arthritis and sees a physio – this isn't covered in her plan so she pays a HELF
- Prefers to see her family GP offsite – she pays a HELF for transport to and from the clinic.

Recap

- Arthur receives all the essential care and services, outlined by the Service List
- He doesn't pay anything extra for high quality services, required by the Quality Standards and Statement of Rights
- Arthur can opt into ad-hoc HELF services.



Recap

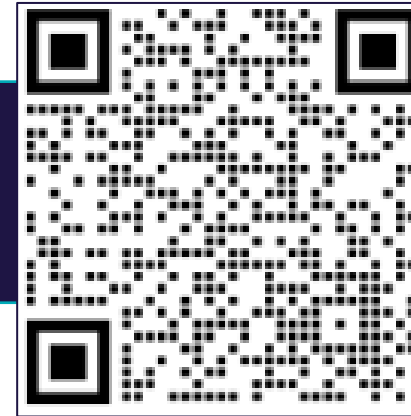
- Elsie receives the same standard services as Arthur, but she chooses to pay for some extra services through a HELF
- Consumer protections are in place to support HELF residents.



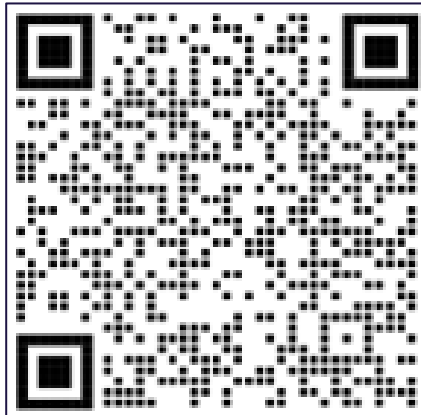
Q&A Session

More information

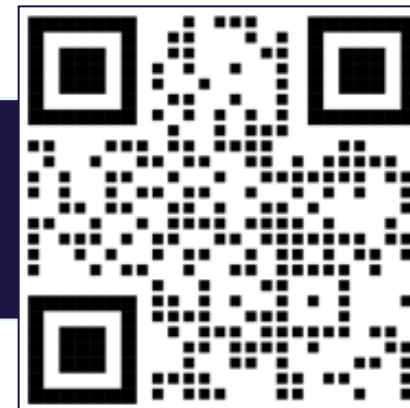
**Residential Care Service List
Booklet**



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**My Aged Care
Website**





Australian Government

Department of Health, Disability and Ageing

Thank you

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