# Higher Everyday Living Services

## Caloundra
Little Mountain

southern cross care
Valuing and Respecting Human Life

At Southern Cross Care Caloundra, our Higher Everyday Living services are supported under the Government HELF program and designed to bring comfort, connection, and enjoyment to your daily life. Choose from a convenient package, individual services, or services on request, to live your best life with us.

## OPTION 1: Packaged Services

| | |
|---|---|
| **Daily Package Cost[1,2]** | **$25.00** |
| Daily Package Value | $56.00 |

Our Higher Everyday Living **Package** gives you access to a range of services at a single, convenient and discounted rate, making it easier to enjoy everything you need to feel comfortable, connected, and support your independence.

### Entertainment & Technology
- In-room smart TV
- Internet / Wi-Fi (unlimited)
- Video catch up calls
- Virtual travel VR entertainment sessions

### Wellbeing & Social Activities
- Social trips (fortnightly)
- Private entertainment / BBQ area
- Special event (quarterly)
- High tea for ladies or BBQ club for gents (monthly)
- Happy hour (weekly)
- Superior BBQ (monthly)

### Personal Equipment & Services
- Personal online shopping support
- Priority postage service
- Professionally printed clothing name labels

### Dining & Drinks
- Beer, wine and soft drinks with lunch
- Choice of 2 hot meals and dessert at lunch
- Hot breakfast option (daily)

### Room Extras
- New pillows from our pillow menu
- Quality toiletries for personal comfort

## Why Choose the Package?

**Amazing Value**
Enjoy more for less, compared to purchasing services individually.

**All Inclusive**
Fixed daily package price means no surprises and no extra bills.

**Effortless Convenience**
No bookings, no juggling payments. Just easy access when you need it.

**Total Flexibility**
Try it with the peace of mind that you can opt out at anytime (conditions apply).

[1] GST inclusive where applicable. [2] Standard cost for non-government supported residents. Respite residents and residents assessed as Partially Government supported will be charged $15.00 per day. Residents assessed as Fully supported will be charged $5.00 per day. Fees listed are correct as at November 2025. Fees are indexed to increase annually with inflation.

## OPTION 2: Individual Services [3,4]

If you're not quite ready for a full package, we have **individual** services you can select in advance as regular or occasional services to suit you (by prior agreement):

| | |
|---|---|
| Fully serviced bar fridge | $2 per day |
| New pillows from our pillow menu | $1 per day |
| Quality toiletries for personal comfort | $2 per day |
| In-room smart TV | $2 per day |
| Internet / Wi-Fi (unlimited) | $2 per day |
| Priority postage service | $1 per day |
| Social trips (fortnightly) | $8 per day |
| Beer, wine and soft drinks with lunch | $12 per day |
| Choice of 2 hot meals and dessert at lunch | $3 per day |
| Hot breakfast option (daily) | $12 per day |

[3] GST inclusive where applicable. [4] Each service requires written agreement and up to ten (10) days' notice prior to commencement.

## OPTION 3: Services On Request

We also have a selection of services that you can **request at any time**, so you can enjoy them when it suits you best:

| | |
|---|---|
| Video catch up calls | $13 per session |
| Virtual travel VR entertainment sessions | $15 per session |
| Carer escort for appointments or social outings | $74 per hour |
| Personal online shopping support | $20 per session |
| Professionally printed clothing name labels | $99 per person |
| Hairdressing | See list |
| Social trips (fortnightly) | $26 per hour |
| Private entertainment / BBQ area | $35 per event |
| Special event (quarterly) | $35 per event |
| Happy hour (weekly) | $13 per event |
| High tea for ladies or BBQ club for gents (monthly) | $15 per event |
| Superior BBQ (monthly) | $20 per event |
| Beer, wine & soft drinks with lunch | $6 per item |