Higher Everyday Living Services

Illoura Village
Chinchilla

southern cross care
Valuing and Respecting Human Life

At Southern Cross Care Illoura Village, 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