



HIGHER EVERYDAY LIVING SERVICES

Elevate every day. For every resident.

A specialist guide to designing,
pricing and delivering a compliant
Higher Everyday Living Fee program.





What is the Higher Everyday Living Fee?

From 1st November 2025, the Higher Everyday Living Fee (HELFF) replaced the previous Extra Service Fee (ESF) and Additional Service Fee (ASF) arrangements under the new Aged Care Act 2024.

HELFF is an optional fee that allows residents to choose services above and beyond the standard requirements of residential aged care, tailored entirely to their individual preferences and lifestyle.

- Residents control which services they want, nothing is forced
- Providers generate additional revenue while improving resident wellbeing
- A separate, compliant HELFF agreement must be in place before charging
- All ESF/ASF arrangements will cease from 31st of October 2026

Enhanced wellbeing, increased revenue and a sharper market position, all from one resident-centred program.

The Resident Perspective

When residents maintain the routines, comforts and lifestyle preferences that matter to them, wellbeing outcomes improve measurably.

HELFF enables genuine choices to be made in how they live.

- Residents with access to preferred services report higher satisfaction
- Lifestyle continuity reduces anxiety and adjustment stress
- Family confidence increases when loved ones maintain their identity
- Wellbeing improvements can reduce other care costs

The Commercial Case

A well-structured HELFF program represents a meaningful revenue opportunity for providers. Unlike accommodation or care fees that are heavily regulated, HELFF pricing is set by providers based on the actual services delivered.

- Incremental revenue per resident above standard fee income
- No capital investment required to launch core service programs
- Resident uptake increases with staff confidence and resident trust
- Programs generate returns that fund further quality improvements

The Occupancy Advantage

A well-structured HELFF program represents a meaningful revenue opportunity for providers. Unlike accommodation or care fees that are heavily regulated, HELFF pricing is set by providers based on the actual services delivered.

- Strong HELFF programs appear in facility marketing and selection
- Family tours increasingly focus on lifestyle and wellbeing
- Premium service offerings support higher star ratings
- Resident satisfaction scores feed into public quality reporting



Why choose providerpulse

We're a specialist aged care education and training provider with deep expertise in HELF program design and implementation. We can support you across the full pathway, end-to-end, or wherever you need us most.

We manage each step with you. From discovery, through to a live and compliant program with agreements signed, or step in at whichever stage you need support.

Our Complete Service Offering

01 Service Program Design

We develop bespoke HELF service programs tailored to your resident demographics, facility capabilities and commercial objectives. Every service reflects genuine value with things residents actually want.

02 Pricing Model Development

Sustainable and transparent pricing structures that are commercially viable from day one, and built for your market.

03 Staff Training Delivery

Role specific training for executive, nursing, administration and floor teams to ensure everyone understands the value, compliance

requirements, and their individual role in confidently communicating and delivering the offering.

04 Quote Agreement Platform

We recommend the Resident Select software platform that enables staff to generate personalised HELF quotes and produce fully compliant HELF agreements digitally (via DocuSign) with no paper and no manual processes.

05 Transition Support

Managing the transition of your existing ESF/ASF residents into compliant HELF agreements with minimal disruption or revenue loss.

The Program Advantage

Providers that invest in a structured HELF program with well-trained staff, a clear strategic workflow and resident-centred design see significantly higher uptake that supports a stable revenue stream and overall resident satisfaction.

Achieving these outcomes requires detailed planning and program design. Implementation typically takes around 12 weeks, to allow your organisation adequate time to embed the program.





Implementation Process – How we work with you

A phased rollout helps ensure programs are implemented thoughtfully and effectively, supporting both compliance and sustainable outcomes. The recommended approach below provides an indicative timeline based on a mid-sized home.



Discovery & Design

Weeks 1-3

Establish a clear understanding of the home, its residents, market position and staff readiness.

Resident insights, consumer feedback, competitor analysis and capability assessments inform the development of a tailored HELF service offering, pricing structure and rollout approach.



Staff Training

Weeks 4-5

Build staff confidence and capability across all roles through targeted technical, compliance and customer conversation training.

Teams are equipped to explain HELF clearly, support informed resident choice, and deliver services consistently with regulatory obligations.



Soft Launch

Weeks 6-7

Introduce HELF gradually with a controlled group of new admissions and interested existing residents.

Early feedback, staff confidence and service delivery processes are closely monitored to refine the approach before broader implementation.



Full Rollout

Weeks 8-11

Expand HELF availability across the home through a structured, resident-centred transition process.

Staff continue to support residents and families with clear communication, compliant agreements and consistent service delivery.



Stabilisation & Review

Week 12+

Embed HELF into everyday operations through ongoing monitoring, resident satisfaction checks, service delivery tracking and continuous improvement.

Early reviews ensure expectations are being met and opportunities for refinement are identified.



Important: Timeframes can be adjusted according to home size, resident acuity and the volume of existing ESF/ASF residents requiring transition.



Staff Training Program

Successful HELF programs depend entirely on staff who understand the value and believe in the resident benefits.

Our training is designed for each role in your home and will be delivered by industry specialists who understand the resident experience and the compliance environment.

These modules are the difference between a HELF program that feels like genuine care and one that feels like a sales pitch. It is delivered to admissions, nursing, lifestyle and administration staff who speak directly with residents and families.

Executive & Management

Strategic leadership and governance

- HELF regulatory framework and obligations under the Aged Care Act 2024
- Revenue modelling and commercial opportunity assessment
- Program governance and compliance monitoring responsibilities
- Platform dashboard - reporting, oversight and annual review management
- Change management and staff communication strategies
- Transition management for existing ESF/ASF residents

Nursing & Care Staff

Quality of life and resident conversations

- Recognising HELF as a quality-of-life tool
- Identifying resident preferences through meaningful conversation
- Compliance obligations and documentation responsibilities
- Communicating value to residents and families
- What cannot be done (timing, conditions, and consent requirements)
- Recognising and escalating resident concerns about services

Administration

Platform operations and agreement workflow

- Using the Resident Select platform to build personalised quotes
- Generating and managing compliant HELF agreements
- DocuSign workflow - sending, tracking and securely storing agreements
- Cooling-off period management and cancellation procedures
- Annual review scheduling and reminder management
- Compliance record-keeping and audit trail access

Lifestyle & Floor Staff

Service delivery and resident experience

- Understanding what residents have agreed to in their HELF agreement
- Delivering premium HELF services to the agreed standard and frequency
- What distinguishes a HELF service from a standard included service
- Recognising and reporting service delivery issues or resident concerns
- Resident feedback collection and quality improvement
- Supporting residents who choose to vary or cancel services

Role-specific training can be delivered on-site or online



Introducing Kim Hunt, GM Education & Training



Kim is a highly accomplished Senior Aged Care Executive with over 18 years of experience providing strategic leadership, education/training, and operational support across the aged care sector. She is recognised for her ability to align compliance, commercial performance, and customer experience to deliver sustainable business growth in an evolving regulatory environment.

With a unique blend of industry expertise, sales and marketing strategy, and interior design insight, Kim consistently drives improved occupancy, optimised RAD outcomes, and enhanced service appeal. Her leadership is underpinned by a strong commitment to education and capability development, designing and delivering targeted training programs that empower executives, managers, sales teams, and front line staff to confidently convert enquiries, strengthen relationships, and position their organisations as providers of choice.

Kim has successfully led organisations through periods of significant sector change, including the latest transition to the Aged Care Act 2025, reputational challenges, and increased consumer choice driven by expanded Home Care options. She supports providers to adapt business models, strengthen governance frameworks, and embed the updated Aged Care Quality Standards with a focus on accountability, dignity, and continuous improvement.

Highly regarded for her relationship-building capability, Kim excels in stakeholder engagement across residents, families, boards, regulators, and external partners. Her strong financial acumen, combined with an in-depth understanding of contemporary aged care funding models, enables her to deliver compliant, commercially sustainable outcomes that support long-term organisational success.



Contact us today to discuss your
implementation plan and how we can
support you through this process.

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