



Higher Everyday Living Services

Enhancing comfort, choice and the little things that make life richer



At Aeralife, we believe that living well is about more than just care, it's about the moments that bring joy, comfort, and connection each day.

Our Higher Everyday Living Services are thoughtfully designed to make daily life easier and more enjoyable through personalised, enhanced experiences.

Whether it's sharing a glass of wine over lunch, joining friends on an outing, or relaxing with your favourite newspaper in your own space - these services add the little luxuries that make every day more enjoyable.

Creating your personalised experience

When you join one of our homes, our team take the time to get to know you; your preferences, routines, and what makes you happiest.

Together, we'll tailor a clinical care and wellbeing plan that reflects your choices and ensures the right blend of comfort, wellbeing, and enjoyment in your everyday life.

Because everyone's idea of "living well" is different, we'll help you discover which enhanced services best suit your lifestyle.

Making life easier and more enjoyable

Our Higher Everyday Living Services offer a collection of hospitality, technology and lifestyle experiences that enhance daily living.



Choose from a range of bundled service options or select individual offerings that best suit your lifestyle and preferences.

Essential Services

When you move in, you'll automatically receive all Essential Services set by the government under the Aged Care Act. These are your everyday care and support services.

While a full list of what's included is in your agreement, we have highlighted services on the right to compare with our enhanced services, which offer extra comfort, lifestyle perks and added experiences if you'd like a little more.

There's no pressure. You can choose to upgrade to enhanced services anytime that feels right for you.

Essential Services	
	\$0
	3 meals per day (including the option of dessert at lunch) with sufficient variety plus morning tea, afternoon tea and supper. Making snack foods available at all times.
	A variety of non-alcoholic drinks is available at each meal, such as water, milk, fruit juice, tea and coffee.
	Access to an external telephone and internet or Wi-Fi services (but not including usage charges or device costs).
	Regular outings into the community (but not including the cost of transport, entry tickets, or purchased food and beverages associated with the outings).
	Access to a labelling system for the individual's clothing, but not including personal labels.



Premium Bundled Package

This package builds on the full range of Essential Services required by the government's standard care requirements.

Choice of two hot meals at lunch and dinner (dessert included at lunch)

Enjoy the comfort of home-style dining every day with two delicious hot meal options served at lunch and dinner, paired with a sweet dessert at lunchtime—bringing warmth, choice and satisfaction to every plate.

Join us at our weekly Happy Hour with your choice of beverages and light refreshments

Relax and socialise during our weekly Happy Hour, where residents can unwind with their preferred alcoholic or non-alcoholic beverages, enjoy light nibbles, and share laughter and stories in a welcoming atmosphere.

Smart TV with premium Wi-Fi access

Stay entertained, connected, and independent with your own in-room Smart TV and premium Wi-Fi, enabling seamless access to online entertainment or simply enjoying your favourite programs with ease. (Streaming subscriptions not included).

Premium high-speed in-room Wi-Fi for seamless streaming

Enjoy the comfort of unlimited connectivity to stream movies, video call family, or browse online effortlessly with our premium high-speed in-room Wi-Fi.

In-room telephone with local calls included

Keep in touch effortlessly with your own in-room telephone and unlimited local calls makes staying connected with family, friends or support services simple and worry-free.

Electrical test and tagging for up to five personal items (including annual safety test)

Rest easy knowing your personal electrical items are professionally tested and safety-checked annually, offering peace of mind for you and your loved ones.

Up to 500 custom, professionally printed, commercial-grade clothing labels

Say goodbye to misplaced garments with high-quality, durable clothing labels designed to protect your personal belongings and keep your wardrobe organised with dignity.

Transport and escort staff for regular social excursions

Explore your local community with confidence, accompanied by an escort staff member who ensures each outing is safe, supported, and socially enriching.

Premium

Package value per day: \$41

\$25 per day - standard rate

\$10 per day - concessional rate

Includes Essential Services package



Choice of two hot meals at lunch and dinner.



Weekly Happy Hour offering a selection of beverages and light refreshments.



Smart TV included, featuring premium Wi-Fi for fast and reliable online streaming (streaming services not included).



Premium high-speed in-room Wi-Fi for seamless streaming.



Private telephone provided in-room with local calls included.



Test and tagging of up to five (5) personal electrical items, including one annual safety test.



Up to 500 custom, professionally printed, commercially graded clothing labels.



Transport and escort staff for regular social excursions.

Premium Xtra Bundled Package

Enhances the full Premium Package with a richer suite of lifestyle and hospitality services.

Choose from beer, wine or soft drink served with each main meal

Savour your meals with a complimentary beverage of your choice. Look forward to a glass of wine, a refreshing beer, or a favourite soft drink to enhance the dining experience and add a touch of indulgence to your day.

Dessert served with your evening meal

End your dinner on a sweet note with a delicious dessert, turning every evening meal into a small moment of joy and comfort.

Treat yourself to a weekly premium hot breakfast or continental menu

Once a week, enjoy a hearty hot breakfast or a light continental spread to start your morning just the way you like it.

Daily newspaper delivered straight to your room¹

Stay informed and connected to the world with your preferred daily newspaper delivered directly to your room. Perfect for enjoying alongside your morning tea or breakfast in a peaceful moment of reflection.

Premium monthly lifestyle experience or outing

Look forward to a special monthly lifestyle experience, whether it's a themed event within the home or a memorable outing. These curated experiences provide joy, connection, and moments to treasure.

Six weekly on-site hairdressing or beauty treatments

Enjoy regular pampering with your choice of professional hairdressing or beauty treatments delivered on-site every six weeks, leaving you feeling refreshed, confident, and beautifully cared for.

Exclusive quarterly BBQ experience for up to six guests

Create special memories with family and friends during your private quarterly BBQ experience, complete with a delicious BBQ pack for up to six guests. Take the opportunity to gather loved ones, reconnect, and celebrate in a peaceful outdoor setting.









Participation in The Laughter Care™ Program by Humour Foundation²

Enjoy uplifting group sessions or personalised 1:1 moments led by the Humour Foundation, together with our specially trained Laughter Bosses. The program runs weekly, and individual sessions can be arranged to suit each resident's needs.

¹ All Aeralife homes offer a weekly hot breakfast, while Aeralife Northcote provides this service daily.

² Chinese newspapers at Aeralife Pennant Hills can only be supplied on a weekly basis.

³ The Laughter Care™ Program by Humour Foundation is currently offered exclusively at Aeralife Northpoint.

Premium Xtra	
Package value per day: \$122	
\$35 per day - standard rate	
Includes Premium package	
	Choose from beer, wine or soft drink served with each main meal.
	Enjoy a dessert served with your evening meal.
	Treat yourself to a weekly premium hot breakfast or continental menu. ¹
	Daily newspaper of your choice, delivered directly to your room - on request. ²
	Join a premium monthly lifestyle experience or outing.
	Pamper yourself with six weekly, on-site professional hairdressing or beauty treatments.
	Quarterly private use of the BBQ area, including a BBQ pack for up to six guests.
	Participation in The Laughter Care™ Program by Humour Foundation. ³

Your choice, your way – Pick a package or build your own

Whether you prefer the simplicity and savings of a ready-made package or want to handpick individual services to suit personal interests and needs, the choice is completely yours.

Our affordable packages are designed to offer great value, allowing your loved one to enjoy a wide range of enhanced lifestyle services at a heavily reduced rate, with many costs absorbed by Aeralife.

Prefer to customise? You can mix and match from our full list of single services to create a unique experience that feels just right. You may access services as part of a package, individually (ad-hoc), or on an ongoing basis.

Flexibility as your needs evolve

Your preferences and health may change over time, and that's okay.

We'll regularly review your plan to ensure you're only paying for services that continue to add value and enjoyment.

If your needs change, we'll discuss adjust inclusions or apply a discount accordingly.

Service activation and fees

Aeralife's packages have different fees for Residents depending on their means tested assessment by Services Australia. Until we receive a copy of your means assessment from Services Australia, you will be assigned to the Standard package rate.

Fees apply from the date you start receiving a service and adjusted annually (1 July) in line with government indexation. Our Higher Everyday Living Services fees are charged based on how the service is delivered:

- Ongoing: charged regularly (e.g. daily or monthly).
- Ad-hoc / Point-of-sale: charged at the time of service.

While flexibility is offered in how you use these services, some may have unavoidable costs because they are tied to the expenses required to provide and maintain the service.

For example, if you request a private telephone in your room, the installation and connection fees still apply even if you later choose not to make regular calls. These charges cover the setup, maintenance, and network access needed to keep the service available to you.

Detailed information about each service item; including service frequency, daily package value, individual standalone prices, and any unavoidable fees can be found in the Higher Everyday Living Agreement.

Termination or variation of services

You can change or end your Higher Everyday Living Agreement at any time. If it's within 28 days of signing, you can do so straight away with no termination fee. You'll just need to pay for any services received and any unavoidable costs.

After 28 days, just give us 28 days' written notice. Please refer to our Higher Everyday Living Services Agreement for full terms and conditions.

Ready to enhance your everyday living experience?

Talk with your Residence Manager or our Client Services team today to book a meeting in person, by phone, or online. We'll guide you through the Higher Everyday Living Services available and help you complete the purchase order form so your chosen services can be activated quickly and easily.

Choose from one of Aeralife's pre-built packages or tailor your own.

Higher Everyday Living Service item	Bundled Packages Item Pricing Per Day	Personalised Items Pricing* Per Day
Dining and Drinks		
Choose from a selection of soft drink served with each main meal.	\$15.00	\$15.00
Choose from beer, wine or soft drink served with each main meal.	\$20.00	\$20.00
Choice of two hot meals at lunch and dinner for the day.	\$25.00	\$25.00
Enjoy a dessert served with your evening meal.	\$5.00	\$5.00
Join us at our weekly Happy Hour with your choice of beverages and light refreshments.	\$3.56	x
Private use of BBQ area, including a BBQ pack for up to six guests.	\$5.59	x
Wellbeing & Social Activities		
Daily newspaper delivered directly to your room. ¹	\$3.50	\$4.20
Transport and escort staff to a social excursion.	\$2.79	x
Participate in an exclusive premium monthly lifestyle activity.	\$4.11	x
Pamper yourself with an on-site professional hairdressing or beauty treatments.	\$3.12	x
Participation in The Laughter Care™ Program by Humour Foundation (subject to availability) ²	\$9.86	x
Room Extras		
Private telephone provided in-room with local calls included.	\$2.00	\$2.40
Entertainment & Technology		
Installation of a Smart TV, featuring premium Wi-Fi for fast and reliable online streaming (streaming services not included).	\$3.60	\$4.32
Premium high-speed in-room Wi-Fi for seamless streaming.	\$1.03	\$1.23
Personal Equipment & Services		
Test and tagging of up to five (5) personal electrical items, including one annual safety test.	\$1.00	x
Up to 500 custom, professionally printed, commercially graded clothing labels.	\$1.53	x

¹ Chinese newspapers at Aeralife Penant Hills can only be supplied on a weekly basis.

² The Laughter Care™ Program by Humour Foundation is currently offered at Aeralife Northpoint only.

x Items cannot be purchased as a personalised package item, but may be available as point of sale.

* Individual items attract an admin fee.

For point of sale costing, kindly refer to Higher Everyday Living Agreement Purchase Order.

A new era of care

Proudly Australian and independently owned, Aeralife brings over 20 years' experience in providing premium residential aged care.

With homes across Victoria and New South Wales, we are redefining comfort and connection through innovation in every aspect of living.

Book a tour or to find out more:

1300 564 611

aeralife.com.au