

Packaged items price list, available individually. If a resident (post-1 April 2026) is not on HELF package items may be charged individually via staff.		Cost per item if resident is not on the package
Social Club & Activities	Service Description	Fee
Bus Trips weekly	Bus trips within the community, e.g. points of interest, parks, shopping, etc. Min. 2-3 hour duration ^{1,7}	\$26 per hour
Mother's Day Event	Celebration in addition to those on the actual day. Superior menu, beverages, entertainment. Complimentary for 2 guests	\$52 per person per event
Father's Day Event	Celebration in addition to those on the actual day. Superior menu, beverages, entertainment. Complimentary for 2 guests	\$52 per person per event
Christmas Event	Celebration in addition to those on the actual day. Superior menu, beverages, entertainment. Complimentary for 2 guests	\$52 per person per event
Saturday socials	Held monthly on a Saturday, 2 hours, live music, alcoholic and non-alcoholic refreshments ⁷	\$29 per person per event
Gardening Club monthly	Gardener provides group sessions (max of 25 residents) total of 2 hours per month ^{1,2,7}	\$23 per session
Ladies' High Tea / Men's Breakfast Morning Tea monthly	Private event (max 20 residents) held monthly in a private dining area, scones, food, superior tea/coffee, and a glass of sparkling wine	\$15 per event
Health & Wellness	Service Description	Fee
Meditation Class semi-private	Qualified instructor provides group session(s) total 1 hour per month, or as negotiated ^{1,2,7}	\$18 per class
Tai Chi Class semi-private	Qualified instructor provides group session(s) total 1 hour weekly, or as negotiated ^{1,2,7}	\$18 per class
Yoga Class semi-private	Instructor provides group session(s) total 1 hour per week, or as negotiated ^{1,2,7}	\$18 per class
Art Class semi-private	Qualified instructor provides group session(s) total 1 hour per month, or as negotiated ^{1,2,7}	\$18 per class
Entertainment Enhanced	Service Description	Fee
Virtual armchair travel experience	1 x fortnightly, facilitated, simulated travel experience session, 30 mins	\$15 per session
Private entertainment/BBQ area	Exclusive access to designated area for up to 4 hours x 4 private functions per 12 months. Area to be left in original state ²	\$35 per event
Monthly Special Event	Monthly special event with input from the residents and representatives to celebrate an occasion, high-quality food and beverages, and outsourced entertainer	\$55 per person per event

In Room & Personal Services	Service Description	Fee
In-room Smart TV	1 x HD TV with free-to-air channels & internet streaming	\$4 per day
Wifi Internet	1 x wireless internet connection with streaming capability ⁷	\$4 per day
Family video conferencing	1 x weekly, unsupervised, use of video conferencing system ^{2,5,7,9,11}	\$13 per session
Personal online shopper	Staff will help purchase online items for the resident and billed to their account, 4 hours per year, or as negotiated ^{1,2,7}	\$80 for 4 x 1-hour sessions
Priority postage service	Mail will be collected & delivered at reception each weekday	\$1 per day
Test and tagging of personal electrical items	5 x electrical items tested and tagged for safety purposes, per annum. Additional items @ cost	\$17 per item
Professionally printed clothing name labels	Individual printed labels affixed to clothing at entry and as needed thereafter. Max. 100 items p.a. ⁵	\$278 per person
Dining & Drinks	Service Description	Fee
Beer, wine & soft drinks with meals	In addition to tea, coffee, fruit juice is domestic beer, wine, soft drinks ^{1,5,7}	\$5 per drink
Choice of 2 hot meals and dessert at lunch	Choice of 2 protein options and dessert at lunchtime meal x 7 days	\$3 per day
All Day Deluxe Snacks	Resident can select meals or snacks from our all-day dining menu	\$2 per day
Happy Hour monthly	2 standard drinks per resident - domestic beer, wine, lemon-lime-bitters, other soft drinks ^{1,5,7}	\$13 per event
Ice Cream Cart monthly	Monthly mobile cart offering a choice of 3 varieties of ice creams with toppings (e.g. Vanilla, Strawberry, Chocolate) ^{1,5,7}	\$8 per item
Hot breakfast option daily	Choice of 1 hot breakfast option in addition to the continental breakfast menu options	\$14 per day
Superior BBQ monthly	BBQ with superior cuts of meat e.g. steak, chops, kebabs, gourmet sausages	\$5 per event

* Refer to HELF Services Cost/Value Table for fee breakdown

1 Subject to assessment of the individual's needs & preferences

2 Notice of five (5) business days may be required

3 Subject to Provider WHS assessment and written pre-approval

4 Includes running costs, cleaning, maintenance & repairs

5 Product brand and specifications at Provider discretion

6 Includes running costs and cleaning (excludes maintenance/repairs)

7 Subject to availability, demand, and Infection Prevention & Control requirements

8 Additional costs may apply if service is delivered outside of business hours

9 Session allowances are not accumulative

10 Residential Care Services List (RCSL)

11 Available on request

On-Request Services		Price
Entertainment Enhanced		
Newspaper or magazine subscription New residents post 1 April 2026	Daily newspaper delivery or as per magazine print frequency. Billed monthly.	\$3 per day
Health & Wellness		
Private Physiotherapy Any resident	Physiotherapist provides exclusive 1:1 treatment, 1 session per week or as negotiated. Billed with general monthly account.	\$93 per session
Social Club & Activities		
Special Occasion Private party Any resident	Invite up to 8 guests for private access to the movie theatre for movie nights, courtyard party for special occasions and/or other occasion events for up to 4 hours including food and beverages. Billed with general monthly account.	\$355 per event booking
Deluxe Outings Any resident	Deluxe special outings to fine dining, theatre, concerts, or otherwise agreed upon by group of residents going on outing. Up to 4 hours with a minimum of 2 hours duration. Not inclusive of outing expenses.	\$26 per hour
Wine & Dine		
Meals for resident guests [Not to be charged to resident, guest must pay at reception]	Family and friends can enjoy lunch or dinner with you; includes a main meal, dessert and tea or coffee. Non-function/party meal. Guests must pay for their meals directly at reception.	\$14 per meal
In-Room & Personal Services		
Private telephone & calls New residents post 1 April 2026	1 x digital telephone handset, message bank, unlimited local, interstate and mobile calls. Billed monthly. International calls at additional cost.	\$3 per day

These services are not included in Ibis Care's Better-Living Choices program.

A notice period of between 28 days and 90 days applies for cancellations, depending on the service being cancelled.