

# LiveWell Advantage



## Higher everyday living services at Uniting AgeWell Queenborough Rise Community

Moving into residential care doesn't mean giving up the things in life you love. It can be a time to experience more of the things that bring you joy.

It goes without saying that you will receive a high standard of professional, respectful and individualised care and support at Uniting AgeWell, yet we want to provide you with added benefits that can make a real difference to your day.

Our LiveWell Advantage program aims to do just that by offering you a premium experience through a wider selection of higher everyday living services and lifestyle options.

We want you to enjoy the many benefits and added comforts our LiveWell Advantage offers. Our staff will explain your options and help you access the services that suit your personal interests and preferences.

The LiveWell Advantage package of services with its single discounted fee offers exceptional value, convenience and flexibility. Or if you prefer, LiveWell Advantage service items can be purchased individually. The choice is yours.

### What you can expect with the LiveWell Advantage package



#### In-room comforts

- › Fresh towels daily
- › New pillows
- › In-room smart TV
- › Serviced personal bar fridge (resident supplied)



#### Staying connected

- › Wi-fi to access internet
- › Video catch-up calls
- › Daily postage service
- › Wireless headphones on request



#### A personal touch

- › Printed garment labels (100 per annum)
- › Testing and tagging of personal electrical items
- › Personal online shopping support



#### Keeping well and socially active

- › MoveWell Program (Weekly)
- › Podiatry Service
- › Counselling Service
- › Creative Arts Class (Weekly)
- › Social Night (Quarterly)
- › High Tea (Quarterly)
- › Special Event (Quarterly)
- › Footy Club
- › Pre-Christmas Celebration
- › Bus outings (Monthly)
- › Private function spaces including Chapel



#### Dine well

- › Superior beverages with lunch and dinner
- › Happy Hour (Fortnightly)
- › Big Breakfast option (Fortnightly)
- › Regular Ice-Cream and Treats Cart

#### Daily Package:

**Cost: \$32.95\***

**Value: \$63.00**

\*For fully-government supported residents, we offer a subsidised daily package cost of \$9.95.  
Package pricing is inclusive of gst.

## Why choose the LiveWell Advantage package?

### Exceptional value

Save money compared to purchasing services individually.

### Fixed cost

Enjoy these services when you need them, without worrying about extra charges.

### Convenience

No need to book services and one payment covers all your needs – no tracking multiple costs.

### Flexibility

Opt-out at any time if you're not fully satisfied (conditions apply).

## Purchasing LiveWell Advantage services individually

You may prefer to purchase LiveWell Advantage services individually, which you have the choice to do. These are offered as either ongoing individual services, for example Superior Beverages with Lunch and Dinner, or are offered individually on request, for example the Quarterly Special Event.

Each service requires written agreement and/or a signed purchase order and a notice period to commence or cease the service. Please refer to the individual service price list for details.

## Other services available

You can also purchase a range of on-request services outside of the LiveWell Advantage. These services include:

- › Hairdresser
- › Carer escort for personal appointments or outings
- › Supplementary private 1:1 physiotherapy or occupational therapy
- › Private carer for additional 1:1 care or companionship
- › Guest meal
- › Living Tribute service

Please refer to the on-request services price list for details.

## Important information

The LiveWell Advantage is a Higher Everyday Living Fee (HELFF)-compliant program. Please refer to the Higher Everyday Living Fee Fact sheet published by the Department of Health, Disability and Ageing for details of your consumer protections and Uniting AgeWell's HELFF obligations.

Our Residential Services Team can also explain how this optional program works and the choices and protections you have to ensure you get the most out of the LiveWell Advantage, whether you choose to purchase the package or individual services.