

Shepparton Villages Enhanced Living Package



We believe that every day should be filled with joy, engagement, and fulfillment. That's why we offer **higher everyday living services** to enhance your daily experience. These services are available to be purchased as a package or individually, if required.

OPTION A: Packaged Services

Daily Package

Cost: \$12.95^{1,2}

Value: \$33.00

Our **Enhanced Living Package** provides you the convenience of a single discounted fee, giving you access to a range of services to support independence, autonomy, and the empowerment that comes with freedom of choice.



Room Extras

- Fully serviced bar fridge (resident supplied)
- New pillows from our pillow menu
- Personal safe in your room
- Private telephone in your room



Entertainment & Technology

- In-room smart TV
- Internet/Wi-Fi (unlimited)
- Video catch up calls



Dining & Drinks

- Choice of 2 hot meals and dessert at lunch
- Happy Hour weekly
- Hot breakfast option weekly
- Cloth napkins



Personal Equipment & Services

- Test and tagging of personal electrical items
- Priority postage service
- Professionally printed clothing name labels
- Washing of delicate clothing items

Why Choose the Package?

Exceptional Value

Save money compared to purchasing the items individually

Convenience

No need to book services & one payment covers all your needs - no tracking multiple costs

Fixed Cost

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

Flexibility

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

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OPTION B: Individual services^{3,4}

Enhanced Living Package items which are also available for individual or on request purchase are set out in this List:

Services	Services Status	Price
Fully serviced bar fridge (resident supplied)	Individual	\$2 per day
New pillows from our pillow menu	Individual	\$1 per day
Personal safe in your room	Individual	\$1 per day
Private telephone in your room – some calls included	Individual	\$3 per day
In-room smart TV	Individual	\$4 per day
Internet/Wi-Fi (unlimited)	Individual	\$4 per day
Priority postage service	Individual	\$1 per day
Choice of 2 hot meals and dessert at lunch	Individual	\$3 per day
Happy Hour weekly	Individual	\$2 per day
Hot breakfast option weekly	Individual	\$2 per day
Cloth napkins	Individual	\$5 per day
Test and tagging of personal electrical items	On Request	\$17 per item
Professionally printed clothing name labels	On Request	\$278 per person
Video catch up calls	On Request	\$13 per session
Washing of delicate clothing items	On Request	\$6 per item

Other Services

Enhanced Living items which are available for individual or on request purchase are set out in this List:

Services	Services Status	Price
Personal Errands <i>Shepparton Villages staff are available to pick up your shopping or other personal tasks outside the home. Minimum booking of 1 hour required when booking this service.</i>	On Request	\$63 per hour
Carer Escort for Appointments or Social Outings <i>Shepparton Villages staff are available to escort you to appointments, shopping or other personal outings. Minimum booking of 2 hours are required when booking this service.</i>	On Request	\$74 per hour
Bus trips <i>Bus trips within the community to points of interest, parks, shopping, etc.</i>	On Request	\$26 per hour ⁵