

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

Fixed Cost

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

Convenience

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

Flexibility

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

1 GST inclusive where applicable 2 For fully government supported low means residents, we offer a subsidised package rate of \$9.95

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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

³ GST inclusive where applicable ⁴ Each service requires written agreement and up to five (5) days notice prior to commencement. ⁵ Capped at \$78 per trip per resident