



Maroba | Frequently asked questions

Higher Everyday Living FAQs

Your questions about My Day, My Way, from 1 November 2026

The biggest change is choice

Under our previous Additional Services model, a compulsory daily fee supported a range of dining, wellbeing and lifestyle offerings. Under the new arrangements, residents can choose the packages and services most valuable to them, with no automatic enrolment into a new package.

About the change

Why are things changing?

From 1 November 2026, the current Additional Services arrangements will be replaced by the new Higher Everyday Living Fee (HELFF) framework, in line with reforms under the Aged Care Act 2024. The new arrangements are designed to provide greater transparency, flexibility and choice around additional lifestyle, hospitality and wellbeing services.

What is My Day, My Way?

My Day, My Way is Maroba's optional Higher Everyday Living program. It builds on the standard care, hospitality and community available to every resident, and includes two packages, the Enhanced Living Package and the Beverage Package, along with a range of personal and subscription services that can be purchased separately.

What happens to the current Additional Services fee?

The current Additional Services fee, \$29.00 per day for most residents, will cease on 1 November 2026, as will the additional service offerings. Residents who currently pay an additional services fee will not be automatically moved to a new package or services this must be agreed and documented.

Will residents be automatically enrolled in a package?

No. Residents will not be automatically transferred to a new package or charged under a new arrangement. Any package or choice of service offering is entirely optional and must be agreed to by the resident or their representative.

Your choices

What choices are available?

Residents may choose the Enhanced Living Package, the Beverage Package, both packages, or neither. A range of personal and subscription services may also be available individually, and you only pay for what you choose. Our newsletter sets out exactly what is included in each package.

Enhanced Living Package

\$19 per day

Wellbeing, recreation and everyday comfort, with a hot breakfast option each day.

Beverage Package

\$10 per day

A broader choice of drinks across meal service.

What is a continental breakfast?

A continental breakfast consists of toast, cereal, porridge, juice, tea, coffee, fruit and yoghurt, plus condiments. Our porridge is fortified to help ensure residents receive adequate nutrition, energy and vitamins & additional protein can be added if required via a supplemental neutral flavour powder.

The continental breakfast is available to all residents. It can be accessed freely, so residents who would like something do not need to rely on staff to get it for them.

What is a hot breakfast?

A hot breakfast can include eggs your way (scrambled or poached) served with a selection of up to two sides. It could also include options such as pancakes, waffles or a big breakfast. A hot breakfast option each day is included in the Enhanced Living Package or available to purchase as a standalone item for \$10.00 per day.

Can residents change their mind?

Yes. HELF services are optional, and you can change or cancel your selected services if your needs or preferences change. For the first 28 days after entering into your HELF Agreement, there is a cooling-off period. During this time, you can change or cancel your HELF services at any time without a notice period or cancellation fee. You will only be required to pay for services provided up until the change or cancellation takes effect. After the 28-day cooling-off period, you can still change or cancel your HELF services by providing at least 28 days' notice. There is no cancellation fee.

If you would like to add services or discuss different HELF options, please reach out to LeiAnne Percinsky, Resident and Community Experience Coordinator, on (02) 4935 0350. Residents and families are welcome to discuss the available options with our team at any time and choose the arrangements that best suit their interests, preferences and needs.

Pricing and what is included

Did the Government set the prices?

No. The Government introduced the HELF framework but has not prescribed the individual prices that providers charge. Each provider is responsible for setting their own pricing.

How were Maroba's prices set?

Maroba set its prices after many months of consideration, taking into account:

- The cost of providing services
- Our current additional services offerings
- Comparable community and aged care offerings
- Government guidance
- What we believe represents fair and reasonable value for residents

Our aim was not only to reflect the cost of services, but also to give residents greater choice and flexibility. As with our previous Additional Services arrangements, we want residents and families to choose the services and experiences that are most meaningful to them, rather than applying a one-size-fits-all approach.

Importantly, we have designed our HELF Bundles so that residents currently paying for Additional Services will not pay more for their HELF Bundle than they currently pay for Additional Services. This means these residents will be financially the same or better off under the new arrangements.

What remains included for every resident?

Our starting point was the principle of inclusion and belonging. We believe every resident should have access to a generous range of everyday services and experiences as part of life at Maroba, with the choice to enhance this further through additional services that are meaningful to them.

Maroba will continue to include a number of everyday services, that sit above the standard required services, as part of our standard offering, without the need to purchase a package, including:

- Wi-Fi access
- In-room television
- In-room air conditioning
- Choice of food and menu options at both lunch and dinner
- Personal celebrations and special moments, such as a birthday cake

This is a deliberate part of our approach. We want to maintain a **strong and generous core offering for every resident**, while separately pricing services that provide a genuinely additional or enhanced experience.

Care and clinical support, nutritious meals, church services and spiritual care, and our core social engagement program remain part of life at Maroba for every resident. Optional packages and additional services sit **on top of this foundation**, giving residents greater choice where they would like something more.

Will services at Maroba change?

In reality, yes, some will. The current Additional Services fee has helped fund a number of offerings at Maroba over previous years, and once that fee ends, some of those offerings will be delivered differently, cease or change. This will be evident in places such as social engagement calendar, our breakfast menu and beverage service.

At the same time, we will continue to look at what residents value and how we can keep improving life at Maroba. Our services will naturally evolve over time in response to resident needs and preferences, changes in costs and funding, and the way services are delivered.

Our goal remains the same: to maintain a welcoming, vibrant and supportive community for all residents within the funding available, while offering additional choices for those who would like enhanced services and experiences.

Will my HELF Bundle and its price always stay the same?

HELF agreements are required to be **reviewed and renewed at least annually**. This gives residents and Maroba an opportunity to consider whether the services selected continue to meet the resident's needs and preferences. Pricing will also be reviewed at renewal and may be adjusted to reflect **CPI and/or genuine increases in the cost of providing the services**. Any changes will be communicated as part of the review and renewal process.

Who can I speak to if I have more questions?

We understand you may have questions, and we are here to talk through the options with you and help you consider what will best suit you or your loved one. LeiAnne Percinsky, Resident and Community Experience Coordinator, will be happy to discuss your options. Please feel welcome to contact us on (02) 4935 0350 at any time.