

Additional Services

Additional Services enable providers to deliver Consumer Directed Care (CDC) and provides an opportunity to increase revenue and margins and reduce dependence on diminishing Government revenue sources.

We recognise that developing an Additional Services program requires expertise, is time-consuming and costly, so we developed our Pride Living Additional Services program.

Our program ensures the “value” and “benefits” of your facility’s Additional Services offering is

expressed in a way that is compelling to residents and their families.

When implemented on a whole of facility basis, our Additional Services program can generate between \$2,500 and \$20,000 EBITDA per resident per annum.

Implementing this in your facility is the most effective means of generating additional income.

Service Overview

A successful Additional Services offer must remain relevant and be continually developed and improved. Providers who use our program receive:



Support and advice in developing your suite of Additional Services



Integration of the service into your Resident contracts



Advice on pricing structure



Integration of the service into your administration procedures



Provision of all marketing materials including brochures



Innovations by other members



Staff training in the promotion of the service to Residents



Program auditing and compliance monitoring



Business hours support line



Ongoing support, advice and refinement of your Additional Services offer

Implementation

- Fully remote implementation to minimise disruption for facility staff
- Detailed report and recommendations on appropriate inclusions and fee structures in your base offering
- Training of staff in product offering and sales
- Provision of brochures and contracts/agreements

Ongoing support

- Regular contact with your sales staff to obtain feedback and offer advice
- Desktop program auditing and compliance monitoring, including quarterly reports
- Access to support desk during business hours
- Ongoing supply of promotional materials

INVESTMENT

Under this program, providers pay an implementation fee and an ongoing support fee based on facility size (opt-out option after 12 months).

FACILITY SIZE	<40	41 - 99	100 - 149	150+
Implementation fee	\$34,995	\$44,995	\$54,995	\$64,995
Ongoing support fee per place per month	\$10.95	\$9.95	\$8.95	\$7.95

Prices effective 1st July 2023, excludes GST

Other services

Pride Living also offers onsite audits and Additional Services workshops. We will also review and audit your current Additional Services program, giving independent verification of the program's regulatory compliance.

- A member of the Pride Living team conducts a desktop or onsite compliance audit and provides a report with any action required
- Review and refresh on your Additional Services inclusions
- Customisation and update of marketing materials and associated collateral
- On-site training workshop facilitation

Next steps

If you would like to discuss Additional Services for your facility, please contact clientservice@prideliving.com.au or call (02) 9068 0777 to arrange a time to meet with our consultants.



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