

Note: The information in this PowerPoint is true and accurate at time of presentation (29/1/25) and is subject to change.

JANUARY INFORMATION SESSION: PART 1



Leading with Care: Role Clarity and Excellence in 2025!

Presented by:
Tiffany Whitelaw - Partnership Liaison Manager
and
Sarah Dent- Care External Specialist



SESSION OVERVIEW: WELCOME TO 2025!

TOPICS TO BE COVERED:

- **Review of Care Coordination with Trilogy Care:** Expectations, key processes and procedures.
- **Trilogy Care:** What is new.
- **2025:** Support and training offered by Trilogy Care.

KEY TAKEAWAYS FOR CARE COORDINATORS:

- Gain clarity on Trilogy Care's current processes, procedures, and expectations.
- Navigate 2025 with confidence with understanding of the support and training that Trilogy Care will provide.

SESSION PROTOCOLS:

- Microphones and Cameras are on mute.
- If you have any questions, please use the chat function - this will be monitored by the team.



What is covered...

1. Scope of a Home Care Package: Staying within the scope
2. Coordinator Responsibilities Simplified: Daily/ weekly tasks
3. Clarifying Processes: Home Modifications, Respite and more
4. The Portal: Check Ins v Other when making notes
5. 2025: What's ahead
6. Training and Support in 2025: In 2025
7. Feedback: Your input matters to us.

1

HOME CARE PACKAGE
Staying within the SCOPE!

HOME CARE PACKAGE: Staying within the SCOPE!

The **HOME CARE PACKAGE** Program supports older people with complex needs to live independently in their own homes and uses a Care Recipient-directed approach to make sure that the support suits a person's needs and goals.

Primary categories of in-scope supports are set out in the table below.

The types of care and services that can be subsidised by the Australian Government under the HCP Program should keep people well and independent, safe in their home and connected to their community.

Services to keep people well and independent	Services to keep people safe in their home	Services to keep people connected to their community
• Personal care • Nursing • Allied health and therapy services • Meal preparation and diet • Specialised support	• Domestic assistance • Home maintenance • Minor home modifications • Goods equipment and assistive technology • Respite	• Transport • Social support

HOME CARE PACKAGE: Staying within the SCOPE!

REMINDERS:

- If a Care Recipient requires emergency care – call 000
- Any request outside the scope: check the [Home Care Packages Program - operational manual](#)
- Contact your Care Partner to discuss

GENERAL:

- Set clear work hours, including response times to phone calls.
- Ensure Care Recipients know how to give feedback or make a complaint to you and/or Trilogy Care.



DUTY OF CARE:

Understanding your responsibilities

Staying Within Scope:

Coordinators must work within their defined scope of service and responsibilities.

Worker Unavailability:

Notify the Care Recipient promptly and offer an alternate worker.

Vulnerable Care Recipients:

Ensure regular monitoring, check-ins, and maintain contact with Trilogy Care, regarding your concerns

Suspected Elder Abuse/Neglect:

Provide support ([Elder Abuse National Hotline](#): Phone: 1800 353 374) and report concerns to Trilogy Care via INCIDENT form.



SUPPORT FOR Care Recipients:

To help Care Recipients navigate the Home Care Packages (HCP) program, aged care services, housing, guardianship, and trustee appointments, additional support may be necessary. As a Coordinator, you can connect Care Recipients and their care circle with various advocacy services to assist them in areas beyond the scope of their Home Care Package.



Advocacy services

[Older Persons Advocacy Network \(OPAN\)](#): OPAN, is an advocacy organisation that operates Australia wide and is able to make further referrals to state operating advocacy services. (Phone: 1800 700 600)

[Aged and Disability Advocates \(ADA\)](#): ADA Australia are your aged and disability advocates and community legal service, helping older people and people with disability to speak up for their rights and needs. (Phone: 1800 818 338)

[Carer Gateway](#): Carer Gateway is an Australian Government program providing free [services and support](#) for carers. (Phone: 1800 422 737)

[Elder Abuse National Hotline](#): The Elder Abuse Helpline provides confidential information, support and referrals to appropriate services including legal, community support and advocacy services. (Phone: 1800 353 374)

2

COORDINATOR RESPONSIBILITIES SIMPLIFIED

Daily and weekly tasks

COORDINATOR RESPONSIBILITIES:

TASK	RESPONSIBILITY	PROCESS
INCIDENT REPORTING	Care Coordinator	<i>AS SOON AS YOU KNOW, WE KNOW</i> Lodge via the Coordinated Consumer Resource
LEAVE	Care Coordinator	<i>AS SOON AS YOU KNOW, WE KNOW</i> Lodge via the Coordinated Consumer Resource page with the leave start date. Email the Care Partner once you have the end date.
BUDGET AMENDMENTS	Request- Care Coordinator Approval- Care Partner	<i>REQUEST AND SEEK APPROVAL BEFORE ACTIONING</i> The Care Coordinator emails the request to the Care Partner, who approves and updates the care plan and budget. Actions can proceed only after approval.
CARE PLAN: PRINTING	Care Coordinator	The Care Coordinator must print the Care Plan (via Trilogy Care Portal) and ensure a copy is accessible in the care recipient's home for support workers.
SERVICE AGREEMENTS	Arrange and Return: Care Coordinator Sign: Care Recipient/ Worker	Complete and send to Trilogy Care. Ensure the care recipient keeps a copy. Update with a new agreement if rates change (Third-Party-Contractor-Agreement-Template).

COORDINATOR RESPONSIBILITIES:

TASK	RESPONSIBILITY	PROCESS
UPGRADES	Request- Care Coordinator Lodge with MAC- Care Partner	Submit your request via the Coordinated Consumer Resource page. The Care Partner will review it and may request more details before lodging it with MAC.
Service- when a worker is unavailable	Care Coordinator	All Coordinators (including Brokered Coordinators) must find alternative workers if none are available or if the Care Recipient finds the worker too expensive. Remember to update and send the new Service Agreement to Trilogy Care.
Check Ins	Bi-monthly: Care Coordinator Twice per year: Trilogy Care	Bi-monthly check-ins: Complete by Care Coordinator contacting the care recipient and noting it in the portal. Contact can be made via call, visit, email, or letter. Notify your Care Partner if you are unable to contact the Care Recipient.

GENERAL REMINDERS/ EXPECTATIONS:

- 1: Read all correspondence from Trilogy Care.
- 2: Verify care recipient names against the Portal or their MAC letter if new.

COORDINATOR RESPONSIBILITIES:

GENERAL REMINDERS/ EXPECTATIONS:

Communication with Trilogy Care

1. Ensure the Care Recipient's **full name** (with **correct spelling**) is included in **all emails**.
2. Include all relevant information in a single email, such as hours, hourly rates, and any changes/updates to the budget.
3. Complete incident reports and leave requests promptly and notify when the Care Recipient returns from leave via an email to your Care Partner.
4. Use the provided forms for upgrade requests, leave, incidents etc.
5. Communicate clearly and provide all necessary details to ensure a tighter turn around on requests.

IMPORTANT:

Please read all correspondence from Trilogy Care.

3

CLARIFYING PROCESSES
Home Modifications,
Respite and more.



HOME MODIFICATIONS

CLARIFYING PROCESSES : Home Modifications

Requesting Home Modifications: Part 1

When can a home modification be approved through the HCP:

- 1.Improve Safety
- 2.Accessibility
- 3.Promote Independence
- 4.Linked to an *AGE-RELATED* decline and *ASSESSED* care need

1: REQUEST

Request an in-home functional assessment:

Engage an Occupational Therapist (or another qualified allied health professional) to perform an in-home functional assessment. Obtain a comprehensive report with observations and recommendations.

2: SOURCE

Source Quotes:

- You must obtain a minimum of two formal quotes before entering into any agreement or contract relating to the proposed modification. The quotes must **DIRECTLY** correspond with the recommendations and specifications provided in the report from your in-home functional assessment.
- Both simple and complex home modifications must be completed in line with the "building code of Australia" and the relevant State or Territory building regulations. Builders must be licensed to complete the proposed works and must hold the appropriate level of insurance as well as.

CLARIFYING PROCESSES : Home Modifications

Requesting Home Modifications: Part 2

When can a home modification be approved through the HCP:

- 1.Improve Safety
- 2.Accessibility
- 3.Promote Independence
- 4.Linked to an *AGE-RELATED* decline and *ASSESSED* care need

3: OBTAIN

Obtain Funding Approval:

- Once you have the professional recommendations and corresponding quotes, please contact your Trilogy Care Partner to initiate the funding assessment. We will send you an online form to complete which will enable us to review your request in line with the intention and scope of the Home Care Package and your individual care plan and goals. The Care Partner may request relevant documentation including but not limited to proof of home ownership and relevant insurance.
- If the cost of the proposed modifications exceeds the state building requirements (search relevant state requirements) and you have received funding approval from Trilogy Care, the homeowner and the builder must enter an appropriate contract before any work commences. The contract must set out all details of the works (specifications, fittings, fixtures, etc.), price, timings, materials, variations, and dispute mechanisms. We strongly encourage you to obtain professional advice before entering any building contract. If the amount in the contract differs from the amount quoted to you, a funding re-assessment is required.

CLARIFYING PROCESSES : Home Modifications

IN SUMMARY, REMEMBER: *The details matter!*

Key Requirements when applying for Home Modifications:

- **2x Quotes**
- **OT Report** (detailed including photos and measurements)
- **Scope of Works** (aligned with OT report)
- **Proof of Home Ownership**
- **Provider Verification** (compliance checks)



Please remind Care Recipients that the process may take up to 28 days to be approved.



RESPIRE CARE

RESPITE CARE:

RESPITE FUNDING THROUGH HCP

Eligibility:

- The **Care Recipient** must have sufficient **HCP funding**.
- **HCP cannot cover co-payments** if the **MAC Residential Respite Code** is used (this is listed as an exclusion).

Process for Applying for Respite:

- **Contact your Care Partner.**
- Inform the **Care Recipient** that using the **MAC Respite Code** makes it a **funded bed**, which **HCP cannot cover**.
- Check available **funds** (costs range from **\$50 - \$400 per day**).
- If using **HCP for Respite**, ensure the **provider is registered with Trilogy Care** before respite begins.
- Request a **quote** to confirm fund availability.

During Respite:

- **Cancel all services** during the Respite Leave period.
- **Complete and submit** the 'Leave' form to Trilogy Care.

RESPITE CARE:



Key REMINDERS:

- **Most Care Recipients will receive around 63 Days of available Residential Respite per year.** A care recipient may choose to receive residential respite and their home care package services at the same time.
- Home Care Package covers the full cost of the respite, **pending on availability of funds** and that the respite is not subsidised utilising the My Aged Care (MAC) referral code

RESOURCE LINKS:

If a client would like to arrange for respite services, whether in the home or residential facilities, they may wish to contact the Commonwealth Respite and Carelink Centre on **1800 052 222**.

[Carer's Gateway for emergency respite](#)



MEALS & CAB CHARGE

CLARIFYING PROCESSES : MEALS

A Care Recipient may request that a meal delivery service be included in their HCP at any time:

PROCESS:

Email the following to your Care Partner (ensuring you include CR full name):

- **Delivery Frequency**
- **Company Details** (split invoice if needed)
- **Cost Estimate**
- **Process:** Varies by provider; the Care Partner may assist.

 [Meal Providers](#) to support you and the Care Recipient

REMINDER:

Meal providers must be able to provide a split invoice where the cost of the raw food component is to be paid by the Care Recipient, and the cost of the labour, delivery, packing etc, is paid for by Trilogy.

CLARIFYING PROCESSES : CAB CHARGE

A Care Recipient may choose to receive support with accessing the community through a HCP funded cab charge card, which allows them to subsidise their taxi costs. Trilogy Care will create the request for the card if a need is identified in the initial care plan meeting. If a Care Recipient request a cab charge after their initial care plan, the coordinator will need to request this through their Care Partner, who will amend the care budget and make the application on behalf of the care recipient.

PROCESS:

- Email the request to your Care Partner (ensuring you include CR full name)
- Include the requested amount (ensure you have checked the CR available funds)

OPTIONS:

- **Physical Cards:** Delivery may take up to **30 days**.
- **Digital Cards:** Available and accessible **faster**.
- Alternative can be discussed with your Care Partner

REMINDER:

- Care Recipients must **adhere to their budget**. Overspending may require **private funding**.



INCONTINENCE

CLARIFYING PROCESSES : Incontinence

CONTINENCE AIDS PAYMENT SCHEME (CAPS) OVERVIEW:

- **Funding: Partially covered by the Care Recipient.**

APPLICATION: There are 4 steps in applying for CAPS:

1. [Get ready to apply](#) – this includes getting a copy of the Application Guidelines and Application Form or from October 2023, if you are applying for yourself, you can use your Medicare online account through myGov, or in the Express Medicare Mobile app, to apply.
2. Get your doctor or health professional to [complete their part of the form](#).
3. [Submit your application](#).
4. [Wait for the result](#).

REMINDER:

- **Encourage Care Recipients** to apply for CAPS if eligible (see above).
- **Once CAPS is exhausted**, contact your **Care Partner** for further support.
- **For incontinence assistance**, reach out to your **Care Partner** with any questions.
- **Interested in training?** This will be available in 2025 – so watch your emails for an invitation to register

RESOURCE LINK: [Understanding CAPS](#)

4

THE PORTAL

Check Ins vs Other

THE PORTAL : Check Ins vs Other

DEFINING A CHECK IN NOTE:

A check in note encapsulates a client's ongoing development and status at specific intervals.

Every two months, a check in note summarising the evaluation of the client's progress must be submitted on the **PORTAL** by the Coordinator.

These entries should detail the Care Recipients journey toward their objectives, highlight any notable changes or advancements, and include any input the client may wish to offer.

Utilising check in notes, we can track the client's trajectory, spotlight areas for enhancement or concern, and enhance the collaborative communication within the care team.



Example of questions:



Can you tell us about any changes or events in your health or care needs if any?



Are there any new challenges or changes in your home environment or living situation that we should be aware of to better support you?



Is support from us as your coordinator, Trilogy Care and service providers currently meeting your care needs and goals?



Have your preferred phone number or email address changed?

THE PORTAL :Check Ins vs Other

CHECK INs

Care Coordinators:

- Every two months after onboarding.

Trilogy Care:

- Twice a year

BOTH:

Notes MUST be attached to the PORTAL under 'Check Ins'



OTHER

Care Coordinators:

All case notes, interactions etc.:
May be kept on the Portal by the Coordinator.

Remember by keeping notes on the Portal your Care Partner will have access to these.

REMEMBER: to regularly check the [Trilogy Care Portal Support](#). This document provides step-by-step guidance on how to navigate the Portal and keeps you informed about the latest updates.

5

2025!
The Year Ahead...

2025: The Year Ahead...

ALREADY...

Trilogy Care has a **NEW CEO: Luke Traini**



New meal provider: Cookaborough- reach out to your Care Partner if you would like to know more

COMING...

[Register your Interest here!](#) for  **CareVicinity**

SUPPORT AT HOME: [Submit your Support At Home questions here!](#)

Current Premium Suppliers

REMEMBER: to check out our [Premium Suppliers](#) on the Trilogy Care webpage

Our Premium Suppliers

Collaborative connections for business success

Trilogy Care partners with organisations nationwide to deliver flexible and cost-effective Home Care Package services. Our approach is rooted in a deep commitment to supporting older Australians to stay at home and remain connected to their communities.

As part of this commitment, below we have listed trusted suppliers who offer a wide range of services and products to help you meet your clients' needs and contribute to the growth and success of your business.



Service Provider Marketplaces

Looking for a specific care provider? Consider these reputable platforms to find the services you need:



Marketplace connecting care workers with support service seekers



Platform simplifying the process of hiring support workers

CARE*SEEKERS

Platform linking individuals with care and support workers



Platform connecting care providers, clients, and support workers collaboratively

Food Services

Need to connect your care recipients with easy to prepare or ready-made nutritious meals? See our meal delivery partners:

Cookaborough

Ready-made meal platform featuring over 150 food providers. **Get \$20 off your first order.**

Lite n' Easy

Meal delivery service offering a large variety of options. Get your first order free with code TRI30% by contacting Trilogy Care.

Allied Health - OT And Physiotherapy

If your clients require Allied Health services, our partners may be able to assist:

connector co

Comprehensive directory for allied health professionals



Mobile healthcare service integrated with aged care support. **Exclusive 10% discount for Trilogy Care Recipients.**

6 degrees health

Mobile physiotherapy services tailored to individual needs

And more....

6

TRAINING AND SUPPORT

In 2025!

FURTHER LEARNING WITH TRILOGY CARE

MONTHLY INFORMATION SESSIONS:

Last Wednesday each month

Three session times available each month: 9am, 11:30am or 2pm (all AEST)

SUPPORT AT HOME: [Submit your Support At Home questions here!](#)

Webinars

Information via Emails and on your resource page

ADDITIONAL TRAINING:

Please reach out to your Partnership/ Relationship Manager if you require additional support/ training in a particular area.

HOME CARE ACADEMY: [Register or log in](#)

Remember to take the opportunity to register and complete online training

7

FEEDBACK

Your input matters to us

EVALUATION:



We kindly ask that you take a moment to complete the evaluation via the link below.

[JANUARY Care Coordinator Training Feedback](#)

At Trilogy Care, your feedback is highly valued, and it helps us improve our sessions.

Thank you for your participation today!

SAVE THE DATE:

FEBRUARY INFORMATION SESSION

Wednesday 26th February 2025

QUESTIONS FROM THE INFORMATION SESSION

Responses to questions raised during the three sessions ...



Question Section

We understand that questions raised during the session are valuable for clarity and discussion. This month, all questions asked will be compiled into a separate document, which will be shared with you soon. Our Care Team is currently reviewing these questions carefully to ensure that responses are accurate, well-informed, and provide meaningful insights. This approach allows us to provide the most comprehensive and thoughtful answers possible. Thank you for your patience and understanding.



Tiffany Whitelaw

Partnership Liaison Manager

07 2111 3410 | 1300 459 190

tiffanyw@trilogycare.com.au

