

Welcome partners!



Support at Home
with



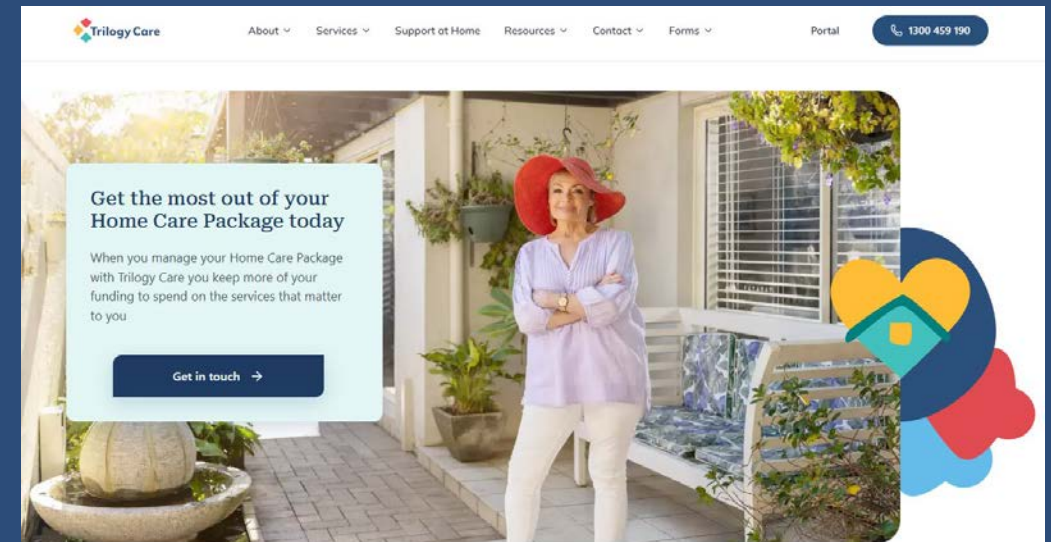
Partner Webinar 3- September 2025

Rebrand: SM + now Fully Coordinated

Trilogy Care New Website LIVE Today

What is included in my management fee?
Trilogy Care inclusions

| | Self Managed (15%) | Fully Coordinated (26%) |
|--|-----------------------|----------------------------|
| CARE MANAGEMENT Dedicated care partner Care plan Budget plan Periodic care plan reviews | ✓ | ✓ |
| CLINICAL SUPPORT Access to our in-house team of nursing staff (phone support) | ✓ | ✓ |
| PACKAGE MANAGEMENT Payment of invoices Reimbursements Monthly statements | ✓ | ✓ |
| WORKFORCE COMPLIANCE SUPPORT Police checks Insurance checks Qualification checks | ✓ | ✓ |
| CARE COORDINATION Registration support Assessment and documentation support Source and book care workers Invoice management | — | ✓ |



Luke Traini
Chief Executive Officer





Budget Migration

Bernie Ng
General Manager- Business Development



Reminder: All applicable fees

Care Management Fee

Claimable from a capped 10% funding pool.

No longer guaranteed, requiring providers to deliver, document, and justify meaningful, regular care on a per-client basis.



Coordination Fee

Tiered 0-30% fee added to supplier cost to cover all coordination activities

ie. Scheduling, rostering, training, overheads and administrative costs



Trilogy Care Fee

10% loading applied to coordinated supplier rates to cover Trilogy administrative costs, including contribution collection, payment reconciliation, and non-payment risk supporting uninterrupted service delivery and system sustainability.



Budget Migrations: Your Coordination Fee Under SAH

WHY:

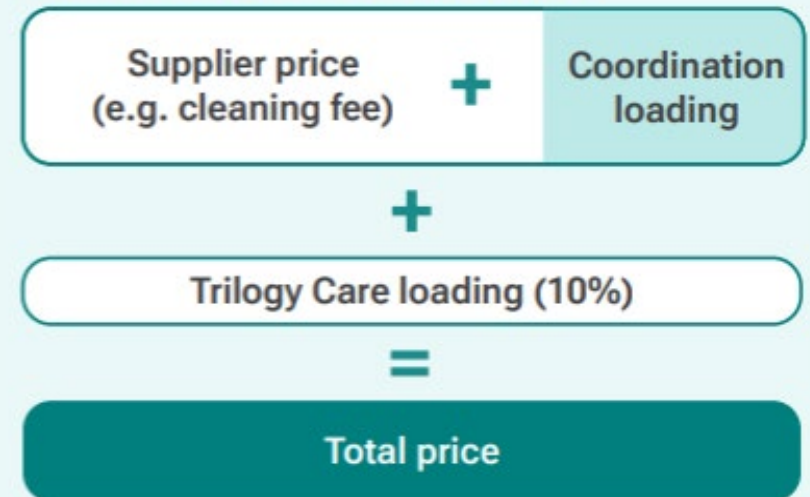
- How does your chosen Coordination Loading % apply?

Note:

- *When it comes to the Assistive Technology & Home Modifications (AT/HM) you arrange, instead of your selected coordination loading fee, the following will apply:*
 - *For Assistive Technology (AT: Equipment): 5% or \$250, whichever is lower*
 - *For Home Modifications (HM): 5% or \$500, whichever is lower*

- A coordination loading[^] is applied to used funds to cover service sourcing and bookings, rate negotiation and compliance.
- A 10%* Trilogy Care loading is applied.

BREAK DOWN OF TOTAL PRICE



EXAMPLE


\$50 cleaning fee + \$10 coordination loading + \$6 Trilogy Care loading = \$66

Budget Migrations: Identified Clients & What Do You Need To Do?

- Client budgets will migrate from Home Care Package to the Support At Home format.
- New fee structure will apply
- Identified clients at \geq than 100% & \leq 70%

| Accrual Balance | package_level | Grandfathered/Hybrid | Coordinator | Pension Status | Q4 2025 Budget utilisation | Accrual bala | Coordinator fees |
|-----------------|---------------|----------------------|-------------|---------------------|----------------------------|--------------|------------------|
| \$13,327.53 | BASIC_LEVEL_4 | Grandfathered | XXXX | Self-Funded Retiree | 147% | Y | 25% |
| \$6,775.98 | BASIC_LEVEL_2 | Grandfathered | XXXX | Self-Funded Retiree | 177% | N | 25% |
| \$20,458.65 | BASIC_LEVEL_3 | Grandfathered | XXXX | Self-Funded Retiree | 109% | Y | 25% |
| \$17,554.25 | BASIC_LEVEL_4 | Grandfathered | XXXX | Full Pensioner | 104% | Y | 25% |
| \$8,128.93 | BASIC_LEVEL_3 | Grandfathered | XXXX | Full Pensioner | 109% | N | 18% |
| \$36,404.75 | BASIC_LEVEL_3 | Grandfathered | XXXX | Full Pensioner | 142% | Y | 18% |
| \$4,948.82 | BASIC_LEVEL_3 | Grandfathered | XXXX | Full Pensioner | 129% | N | 18% |
| \$1,224.65 | BASIC_LEVEL_2 | Grandfathered | XXXX | Full Pensioner | 126% | N | 18% |
| \$1,866.16 | BASIC_LEVEL_2 | Grandfathered | XXXX | Full Pensioner | 111% | N | 18% |
| \$1,862.30 | BASIC_LEVEL_2 | Grandfathered | XXXX | Full Pensioner | 121% | N | 18% |
| \$1,243.21 | BASIC_LEVEL_2 | Grandfathered | XXXX | Full Pensioner | 177% | N | 30% |
| \$3,716.42 | BASIC_LEVEL_2 | Grandfathered | XXXX | Full Pensioner | 145% | N | 30% |

Budget Migrations: Coordinator Calculator




Support at Home Coordinator Calculator

Calculate your Support at Home care coordination revenue


[Export](#)
[Reset](#)

Input Parameters


\$ Total Funding 

☐ \$20K ☐ \$5M ☐ \$10M ☐ \$15M ☐ \$20M

\$63,441

% Coordination Loading 

20 %

Activated Care Rate 


80 %

Coordination Loading Revenue


| Loading / Activated Care | 65% | 70% | 75% | 80% | 85% | 90% | 95% | 100% Max Capacity |
|--------------------------|---------|---------|---------|---------|----------|----------|----------|----------------------|
| 5% | \$1,607 | \$1,730 | \$1,854 | \$1,977 | \$2,101 | \$2,225 | \$2,348 | \$2,472 |
| 10% | \$3,067 | \$3,303 | \$3,539 | \$3,775 | \$4,011 | \$4,247 | \$4,483 | \$4,719 |
| 15% | \$4,401 | \$4,739 | \$5,078 | \$5,416 | \$5,755 | \$6,093 | \$6,432 | \$6,770 |
| 20% | \$5,623 | \$6,056 | \$6,488 | \$6,921 | \$7,353 | \$7,786 | \$8,218 | \$8,651 |
| 25% | \$6,748 | \$7,267 | \$7,786 | \$8,305 | \$8,824 | \$9,343 | \$9,862 | \$10,381 |
| 30% | \$7,786 | \$8,385 | \$8,984 | \$9,583 | \$10,182 | \$10,781 | \$11,379 | \$11,978 |

Budget Migrations: Client SAH Quarterly Calculator


• Spending Breakdown ^





Add services to see spending breakdown


 Someone Like You


Select example persona ^


 Your Details

 Package Type ^

 HCP Level 4 ^


 Management Type ^

 Fully Coordinated ^


 Coordination Loading ^

Coordination Loading (%)


20 %

 Service Spend

+ Add Service



No services added yet. Click 'Add Service' to get started or select an example persona under 'Someone Like You'

 Your Budget Progress


Quarterly Spend

\$1,586

\$0

\$15,860


Remaining: \$14,274

 Your Spending Total


Services Total

\$0


includes:

 Coordination Loading


\$0

 Trilogy Care Loading

\$0

 Your Contributions

\$0

 Care Management

\$1,586



Client Agreement

Aloysius Goh
General Manager- Quality and Assurance



Understanding New Client Agreements- SaH

WHY:

- Required by the **Aged Care Act 2024**
- Part of the transition to **Support at Home** (commencing **1 November 2025**)
- Replaces existing Home Care Agreements

REFLECTS:

- New **funding model** (quarterly budgets, contributions)
- Updated **terminology** (client, care partner, budget)
- New **Statement of Rights**

Agreement Details

We offer services under the Support at Home Program to help eligible participants stay safely in their home.

This is a legally binding agreement that sets out the terms of the relationship between you and us.

Please check the details set out below are correct.

| Your Details | |
|--|--|
| Full Name (You/Participant) | |
| Address / Billing Address | |
| Phone Number | |
| Email Address | |
| Persons we can contact in relation to your application We will keep a record of the names of persons you have authorised to act on your behalf by power of attorney, guardian and financial power of attorney. Please let us know who you have authorised to act on your behalf in an emergency. | |
| Supporter(s) (as named on the application form) | |
| Supporter | Nominated Recipient Information <input type="checkbox"/> No <input type="checkbox"/> Yes, meaning you consent to this Supporter receiving information about you in connection with this Agreement. |
| | Address |
| | Phone Number |
| | Email Address |
| | Full Name |
| | <input type="checkbox"/> No |

What is in a Client Agreement




- Client details and Trilogy Care contact
- Service types, frequency and delivery method
- Quarterly budget allocation and cost breakdown
- **Participant contributions** and out-of-pocket rules (*for non-GRANDFATHERED Clients*)
- **Statement of Rights** (legal protections)- *previously Charter of Rights under HCA*
- **Complaints and feedback process**
- Code of Conduct commitments
- Termination and amendment conditions

COMING SOON: Trilogy Care will provide Coordinators with a copy of a client agreement and support material.

Re-contracting Existing Clients

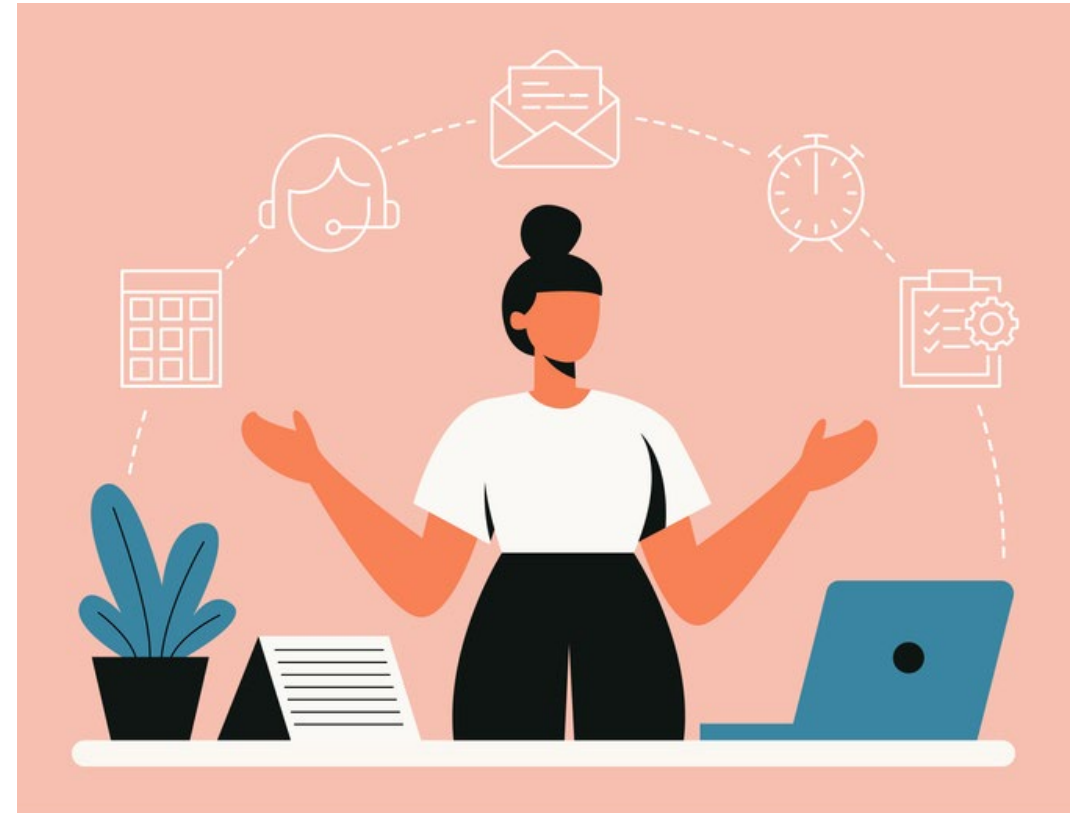
Signing Page – To be returned to Trilogy Care

| INSTRUCTIONS | |
|---|--|
| <ul style="list-style-type: none">Please read through the agreement carefully; and seek independent advice if required. We are here to assist you with any questions.You are able to accept this agreement by either:<ol style="list-style-type: none">Scanning the QR code below; which will send your acceptance to us by SMS; ORSigning the document below and sending this page back to us (Reply Paid envelope attached). | |
| ACCEPTANCE OF SERVICES | |
| This Agreement will apply, as if you had signed it, if you accept Services in accordance with this Agreement. You acknowledge that you have had a chance to carefully consider the content in the agreement with the referenced barcode on the side, and accept the terms set in the referenced agreement; and have had the opportunity to seek independent advice if required. | |
| RIGHT TO WITHDRAW FROM THIS AGREEMENT | |
| You can withdraw from this Agreement at any time prior to your Start Day within 14 days of entering into this Agreement by notifying us that you want to withdraw. If you choose to withdraw within that time, this Agreement has no effect and we will refund any amounts you have paid us in advance. You can also terminate this Agreement at any time in accordance with clause E8. | |
| OPPORTUNITY TO HAVE SOMEONE ASSIST YOU CONSIDER AND NEGOTIATE THIS AGREEMENT | |
| You are entitled to make informed decisions. You acknowledge that: <ul style="list-style-type: none">You have had a reasonable opportunity to have this Agreement explained to you.You have been able to ask questions about this Agreement.You have been able to request information about the services that best meet your goals.You have been able to request a copy of this Agreement.You have been able to request a copy of the referenced agreement. | |
| OPPORTUNITY TO HAVE SOMEONE PRESENT DURING THE DEVELOPMENT AND NEGOTIATION OF THIS AGREEMENT | |
| You have had the opportunity to have someone present during the development and negotiation of this Agreement. This person can be a Supporter, family member, carer or advocate. | |
| Signed by the Participant, via scanning the QR Code below: | |
|  | |
| By scanning and signing using the QR code, you acknowledge having read, and accept the terms and conditions of this agreement, and acknowledge that you have had the chance to seek independent advice as required. | |
| OR by completing the following section: | |
| Signature(s): _____ | |
| Name: _____ | |
| Date: _____ | |
| Signatory Capacity: Client <input type="checkbox"/> Authorised Representative <input type="checkbox"/> | |
| Signed by an authorised officer of the Registered Provider: | |
| Signature(s): _____ | |
| Name: _____ | |
| Position: _____ | |
| Date: _____ | |

- Contracts will be issued in the client's preferred format (digital or post)
- Direct debit authority will be included where required
- Under the new legislation, contracts may only be signed by the client or their legally appointed representative. Supporters **cannot** sign on a client's behalf.
- Coordinators can assist clients to execute in their preferred format but cannot receive the contract directly.

Dual Contracting Period for NEW Clients

- New clients will need to execute **two** contracts if their start date falls in October
- A hybrid/combined agreement is not possible as the two programs operate under difference legislation and different fee structures
- **IMPORTANT:** Do not defer commencement date to November to avoid dual contracting. Support clients to be SaH ready for November 1.



NEW Concepts under SaH...

Aged Care Act 2024 &
Strengthened Quality
Standards

Statement of Rights &
Principles

Client contributions and
direct debit authority

Supporter provisions

Pricing, ahead of price
caps from 1 July 2026

Specific alignment to
Australian Consumer
Law

Roles and
Responsibilities
(SM and FC)

Short-term Supports

NEW Concepts continued...

Authorised Price List

- Price lists must be included by law
- It is **not** a recommended price for services
- Most frequently charged prices for each service will be published on TC's website and MAC each quarter



Roles & Responsibilities

- New agreement introduces a detailed table of allocated roles and responsibilities based on the client's selected management model (SM or SM-FC).
- Allocation of responsibilities between TC and Coords is set out in the Associated Provider Agreement, not the client agreement



Short-term Supports

- New agreement contains sections for AT-HM, Restorative Care, and End-of-Life Care funding streams
- Trilogy Care will fill in the details upon clients being approved to access short-term funding streams



KEY COODINATOR RESPONSIBILITIES



- Ensure clients understand their **rights and obligations**
- Explain **contributions** framework clearly (including Grandfathered clients)
- Confirm care plan and budget align with the agreement (Budget Migration)
- Support client to complete agreement and return to Trilogy Care (if needed)
- Direct clients to Trilogy Cares **Support at Home Hub** for resources (funding calculators, FAQs, articles)



Associate Provider Agreement (APA)

Bernie Ng:
General Manager- Business Development



Purpose of the APA

- Framework for delivering Support at Home Services under Trilogy Care
- Defines roles: Trilogy Care as Registered Provider; Contractors as Service Suppliers
- Ensures compliance with:
 - Aged Care Act 2024 & Quality Standards
 - Aged Care Code of Conduct & Statement of Rights
 - Relevant Australian laws and guidelines



Contractor Obligations

- Deliver services safely, skillfully, and within participant care plans
- Maintain licences, registrations, training (e.g., First Aid, Infection Control)
- Ensure staff suitability:
 - Worker screening & background checks
 - Aged Care Code of Conduct compliance
- Record-keeping, reporting, and audits mandatory
- Non-solicitation of Trilogy Care participants



Rights and Enforcement



- Trilogy Care rights:
 - Suspend/terminate if obligations breached
 - Immediate termination for major breaches (e.g., compliance failure, unsafe care)
- Survivals: confidentiality, indemnity, insurance, and records obligations continue post-termination
- Dispute resolution process included



Care Management

Patrick Hawker
Chief Clinical and Care Officer





Understanding Care Management

- Care Partner support and contact with Fully Coordinated Clients under Support at Home
- Budget Migration through the lens of Care Management- Care Partner support



Trilogy Care Resource Support

Tiffany Whitelaw
Partnership Liaison Manager



Resources and Support

[Trilogy Care Webpage](#) – new version launched Today!

Coordinator Resource Page:

- Transitioning to Support at Home
 - Previous Webinars
 - Guidebooks
 - Coordinator Calculator
- Coordinator partner resources
 - Monthly Information Sessions
 - August- Ready Set Grow- SaH focus
 - July- Alis Training now Available to active Coordinators with Trilogy Care

[Support at Home Hub:](#)

(inside our website also linked at the top of your Resource Page)

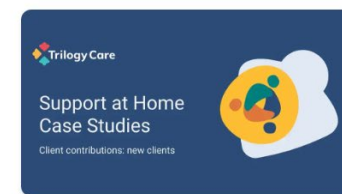
- Client Calculator
- [Case Studies](#)



Grandfathered clients



Hybrid clients



New clients

Trilogy Care on the News!

Watch the features:

[ABC News](#)

[Channel 7 News \(QLD\)](#)

Resources and Support

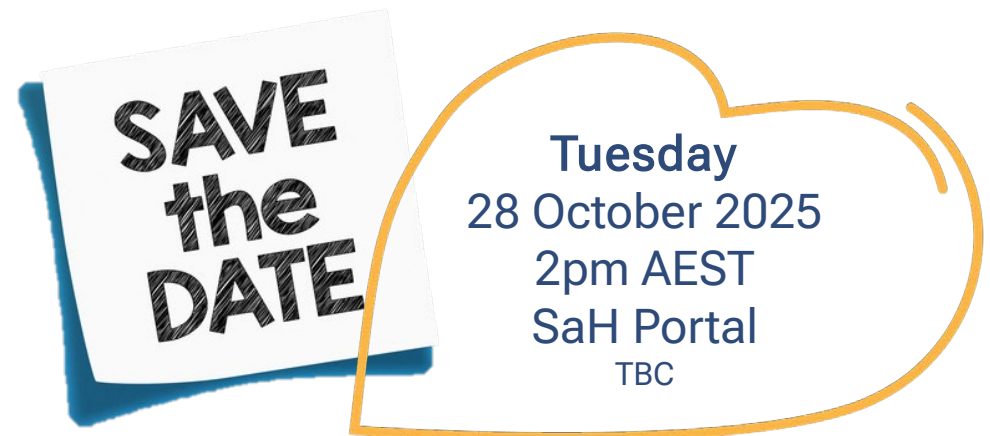
Alis Training platform:

- Register now- Instruction can be found on your Resource Page. Trilogy Care recommend starting with:
 - Code of Conduct
 - SIRS
 - Strengthened Aged Care Quality Standards

Correspondence:

To support you through the final stage of the move to Support at Home:

- Trilogy Care will send regular updates via email
- Please take a moment to read each one so you're always informed





Grow Time!

Glen Kilpatrick
Chief Growth Officer



Growth amplifiers

Package Release!



Marketing Machine



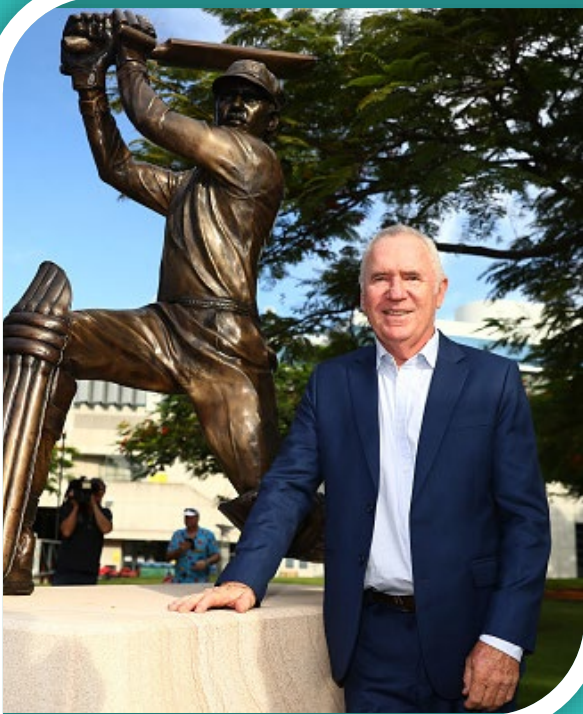
Premium Partners

 **CareVicinity**



Growth amplifiers

New Ambassador!



Events



Resources



SaH Journey

Kick-off

Our Support at Home partner program launches.

Initial Comms + Tools

You'll receive an email with the partnership outline, slide deck, calculator, and your utilisation data.

Resource Drop

Follow-up pack includes webinar Q&A, updated tools, and training support.

WE'RE
HERE!

Lock Fees + Agreement

Finalise your coordination fee strategy and execute partnership agreements

Webinar 2: Broader Insights

VA second session will run for partners and interested industry stakeholders.

1:1 Partner Sessions

Connect with your Trilogy Partnership Manager to clarify options.

Transition Current Clients

Re-sign of all existing clients to Support at Home agreements complete

SaH Go Live

Support at Home officially launches.

**Support at Home
commences**

Self-manage your care with confidence

Your care,
your way,
at home

 Trilogy Care

Trilogy Care

 Trilogy Care

