



Welcome partners!



Support at home
with



Trilogy Care

**HOME CARE
PACKAGE**



**SUPPORT
AT HOME**



Trilogy Care

Support at Home will help people to stay at home for longer



Faster access to services



Early intervention to stay independent and prevent decline



Higher levels of care when needs become more complex





Single program

Three programs meet as one:

- Home Care Packages
- Short-term Restorative Care Program
- Commonwealth Home Support Program 2027



Quarterly budgets

- **11 budget levels** that cover all clients
- Re-assessed to higher levels as they age
- Changes to funding rollover



Focus on independence

- Up-front support available to stay active and independent
- Higher funding categories for greater needs



Reasonable prices

- Providers invoice for services after delivery
- Additional funds available for services in rural and remote areas
- Caps delayed to 2026





High Level Takeaway

These “Once in a Lifetime” reforms represent the most significant shift in Australia’s home care sector in decades, reshaping pricing, revenue, and regulatory norms.

1.4M Participant

1.4 million older Australians will benefit from the program.

300k New

300,000 additional people will receive support by 2034-35.

\$9 Billion

Estimated \$9 billion+ in annual government funding for home care.

\$78,000 Max Subsidy

Maximum individual funding increased from \$61,440 to \$78,000 per year.

2027 Consolidation

CHSP will transition in 2027 under new funding & service models.

50% Co-Payments

New co-payment model based on service type & means-testing.

Quarterly Rollover

Quarterly funding allocations held by Services Australia, limiting rollover of unspent funds.

15-25k Additional Funds

End-of-Life Pathway: \$25,000.
Assistive Technology & Home Modifications: Up to \$15,000 per client.



Funding & Contributions



Funding changes

Eight levels (up from four) with top-level subsidy of \$78000 vs \$61400 under HCP, plus two short-term care pathways for restorative and end-of-life care.

Existing Home Care Packages (Grandfathered)		
HCP Level	Quarterly Funding	Annual Funding
1	\$2,708	\$10,833
2	\$4,762	\$19,049
3	\$10,365	\$41,460
4	\$15,713	\$62,853

Additional Pathways		
Pathway	Funding Amount*	Funding Period
Restorative Care	~ \$6,000	12 weeks
End-of-Life	~ 25,000	12 weeks
*Final classification dollar values to be confirmed		

New or Re-assessed Packages		
Support Classification	Quarterly Indicative Funding*	Annual Indicative Funding*
1	~ \$2,750	~ \$11,000
2	~ \$4,000	~ \$16,000
3	~ \$5,500	~ \$22,000
4	~ \$7,500	~ \$30,000
5	~ \$10,000	~ \$40,000
6	~ \$12,000	~ \$48,000
7	~ \$14,500	~ \$58,000
8	~ \$19,500	~ \$78,000
*Final classification dollar values to be confirmed		

Assistive Technology	
Funding Tier	Funding Allocation*
Low	Up to ~\$500
Medium	Up to ~\$2,000
High	Up to ~ \$15,000
*Final funding tiers to be confirmed	

Home Modifications	
Funding Tier	Funding Allocation*
Low	Up to ~\$500
Medium	Up to ~\$2,000
High	Up to ~ \$15,000
*Final funding tiers to be confirmed	



 Trilogy Care



Your simplified guide to
Support at Home
Grandfathered consumers

 Trilogy Care



Your simplified guide to
Support at Home
Transitional consumers



New Packages

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Service Types & Contributions

Grandfathered Packages

Category	Service Type	Full Pensioner Contribution	Part Pensioner and Commonwealth Seniors Health Card Holder Contribution	Self-Funded Retiree Contribution
Clinical Care	Allied Health and Other Therapeutic Services	0%	0%	
	Nursing Care			
	Nutrition			
	Care Management			
	Restorative Care Management			
Independence Services	Personal Care		0% - 25% (based on income and asset assessment) For part pensioners, this will be based on their Age Pension means assessment. Commonwealth Seniors Card Holders will undergo a separate assessment.	25%
	Social Support and Community Engagement			
	Therapeutic Services for Independent Living			
	Respite			
	Transport			
	Assistive Technology and Home Modifications (AT-HM)			
Everyday Living Services	Meals			
	Domestic Assistance			
	Home Maintenance and Repairs			

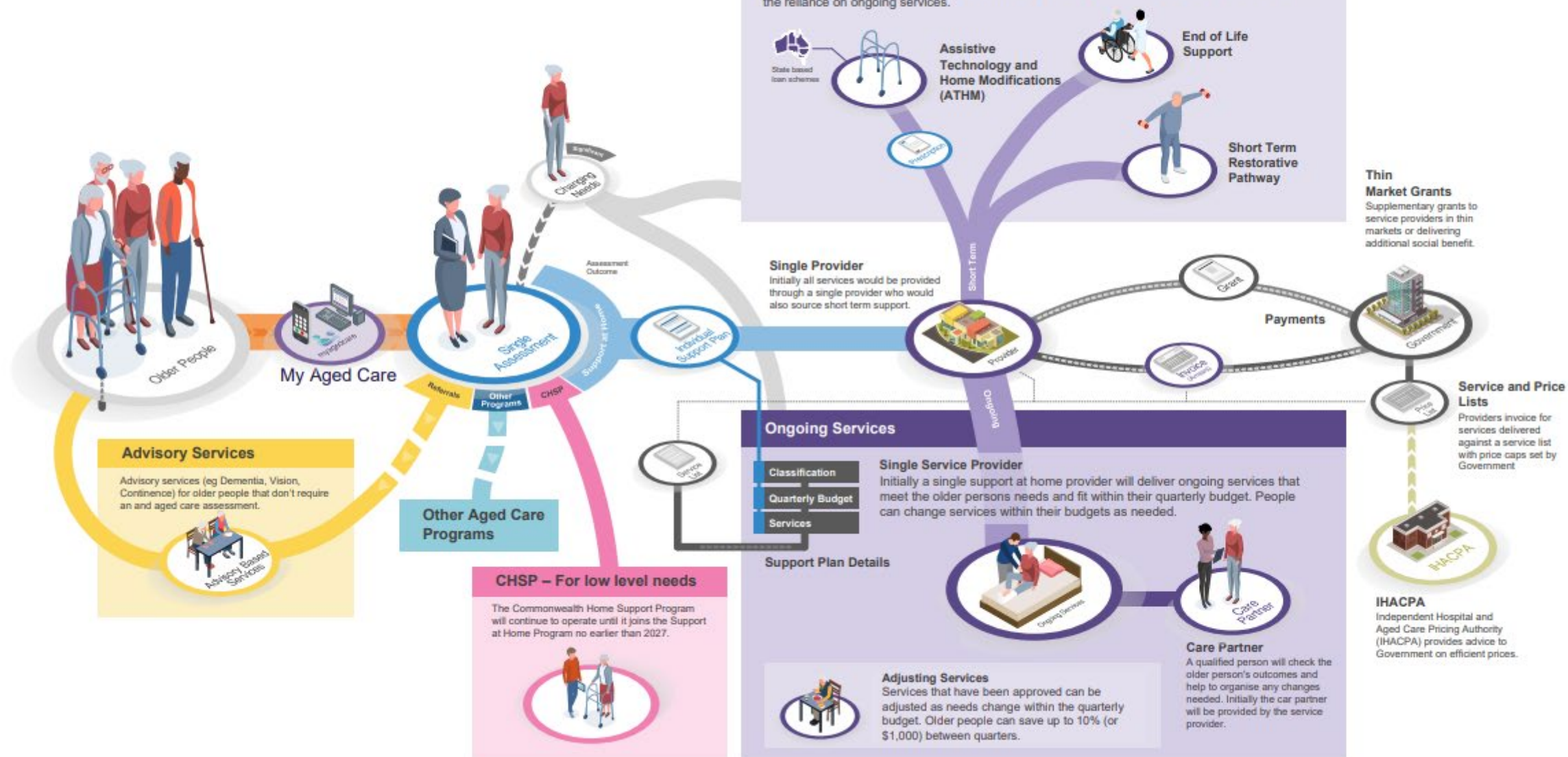


SAH

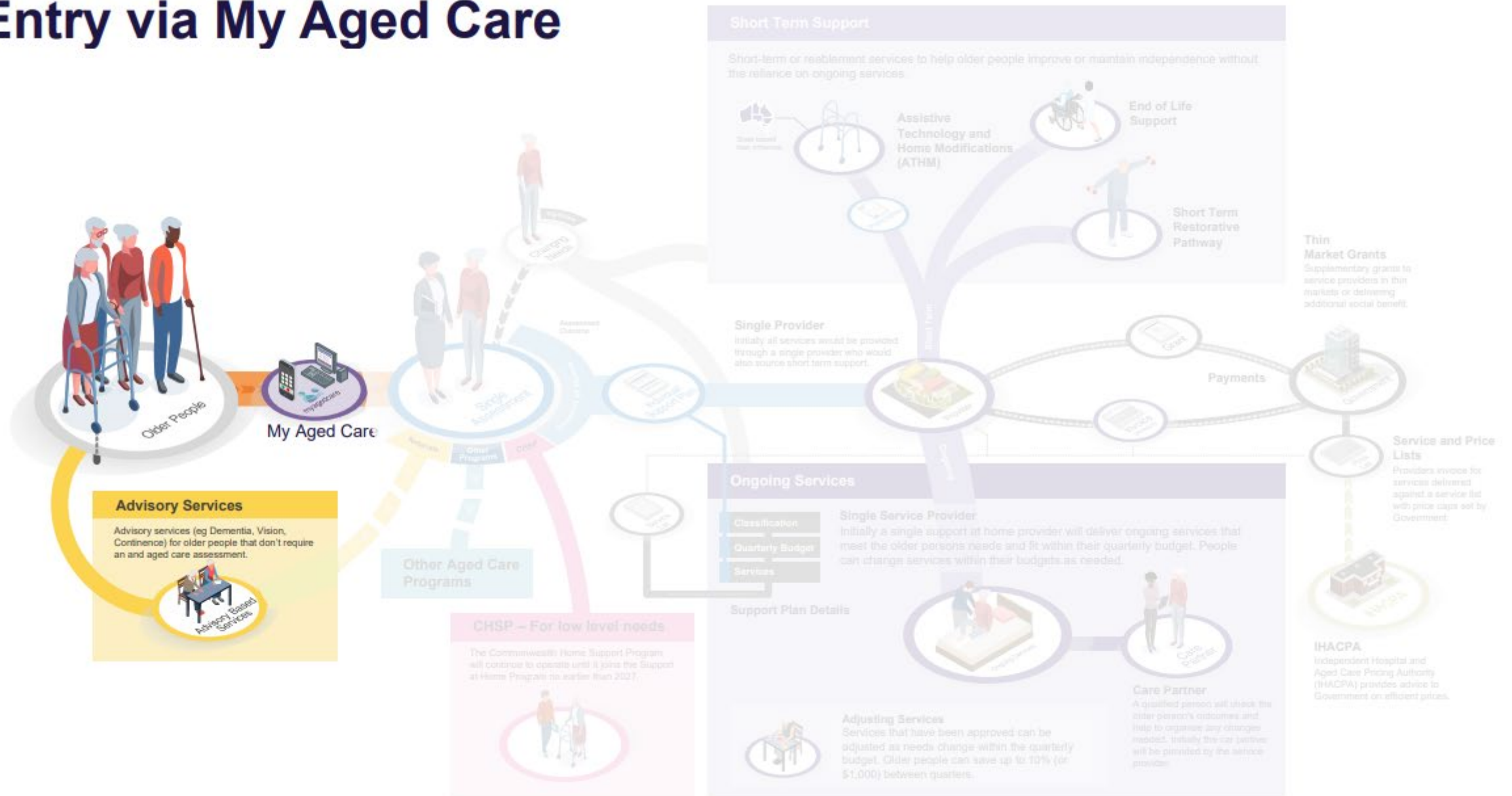
Customer Journey



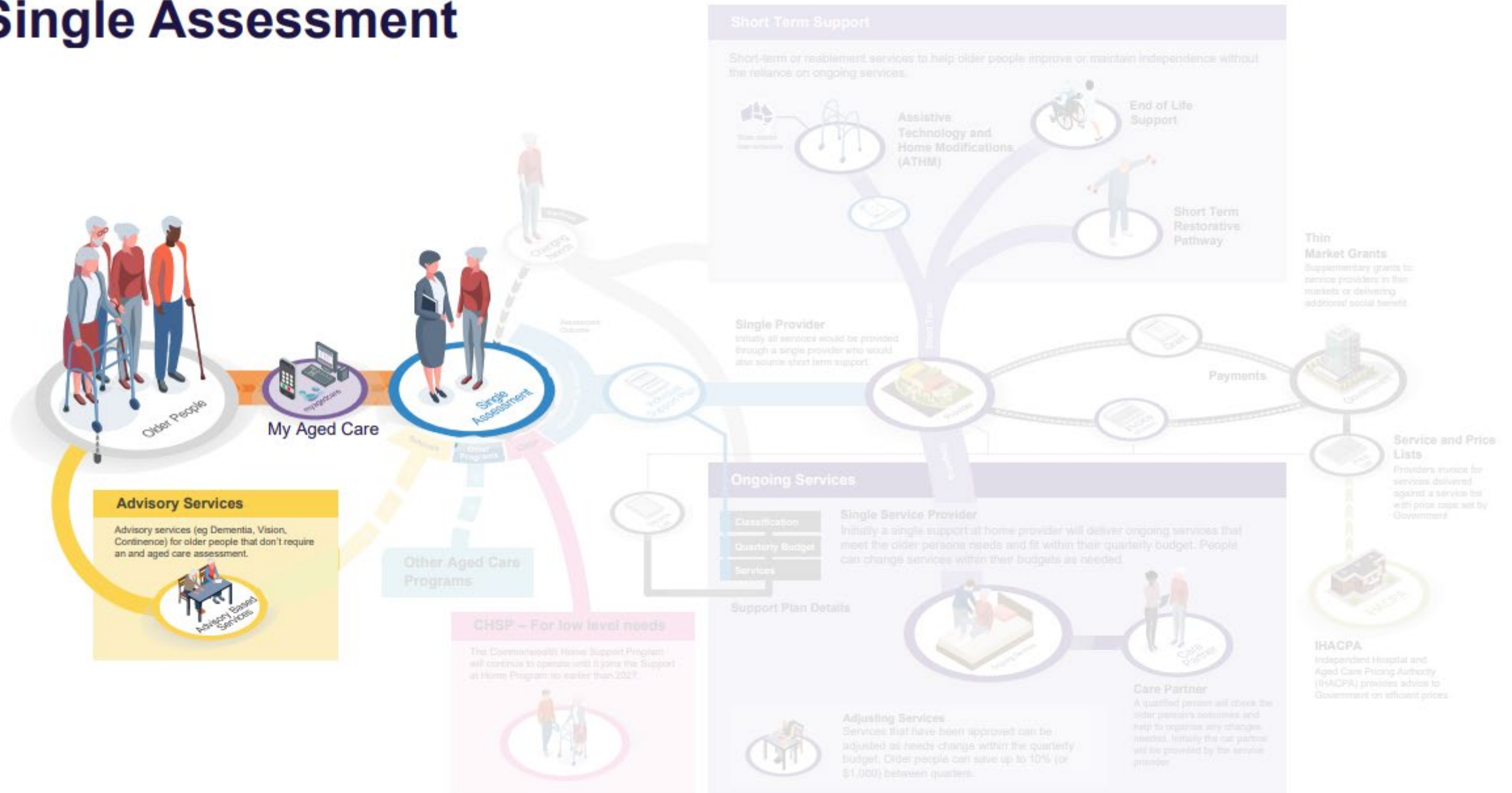
Program overview July 2025



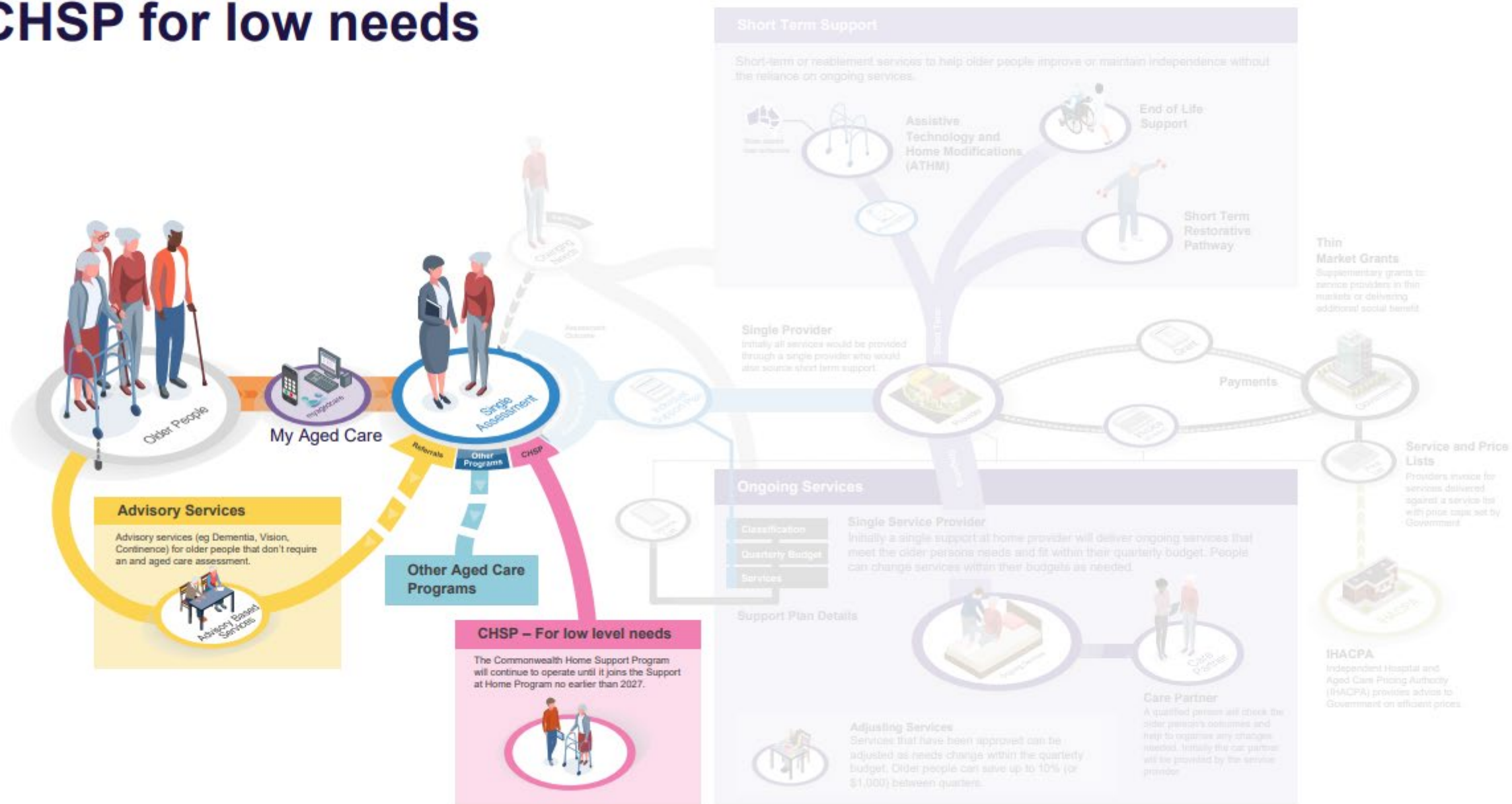
Entry via My Aged Care



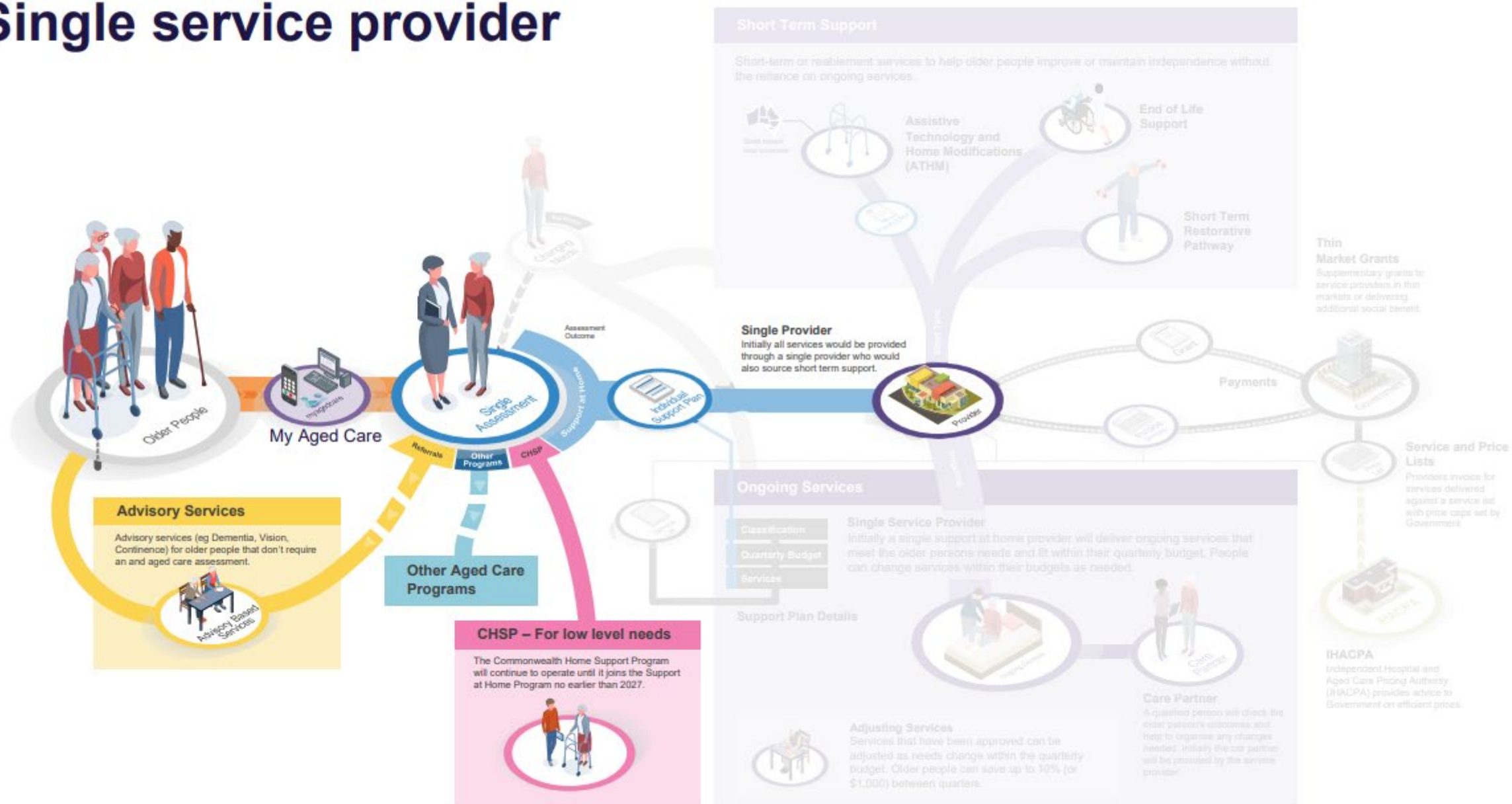
Single Assessment



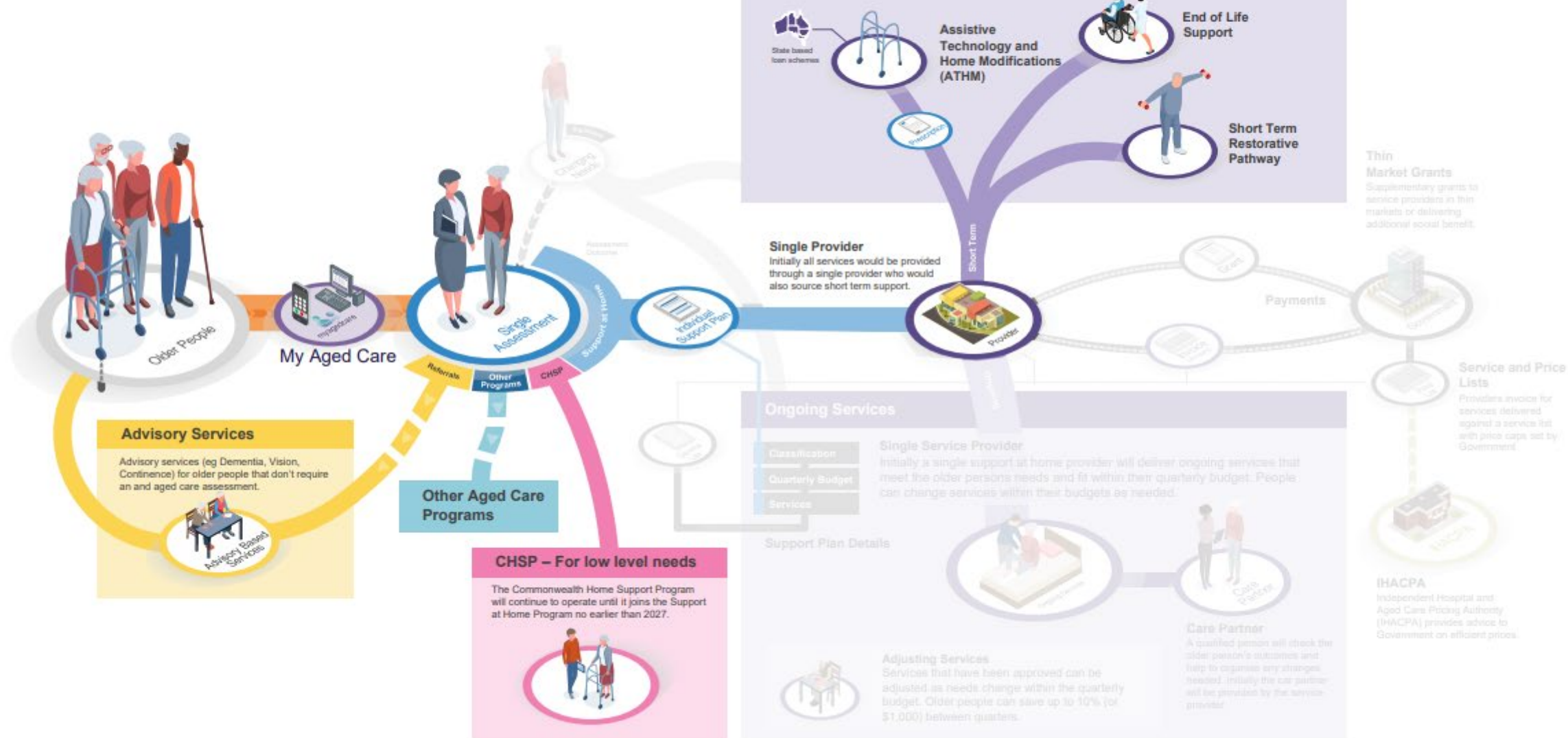
CHSP for low needs



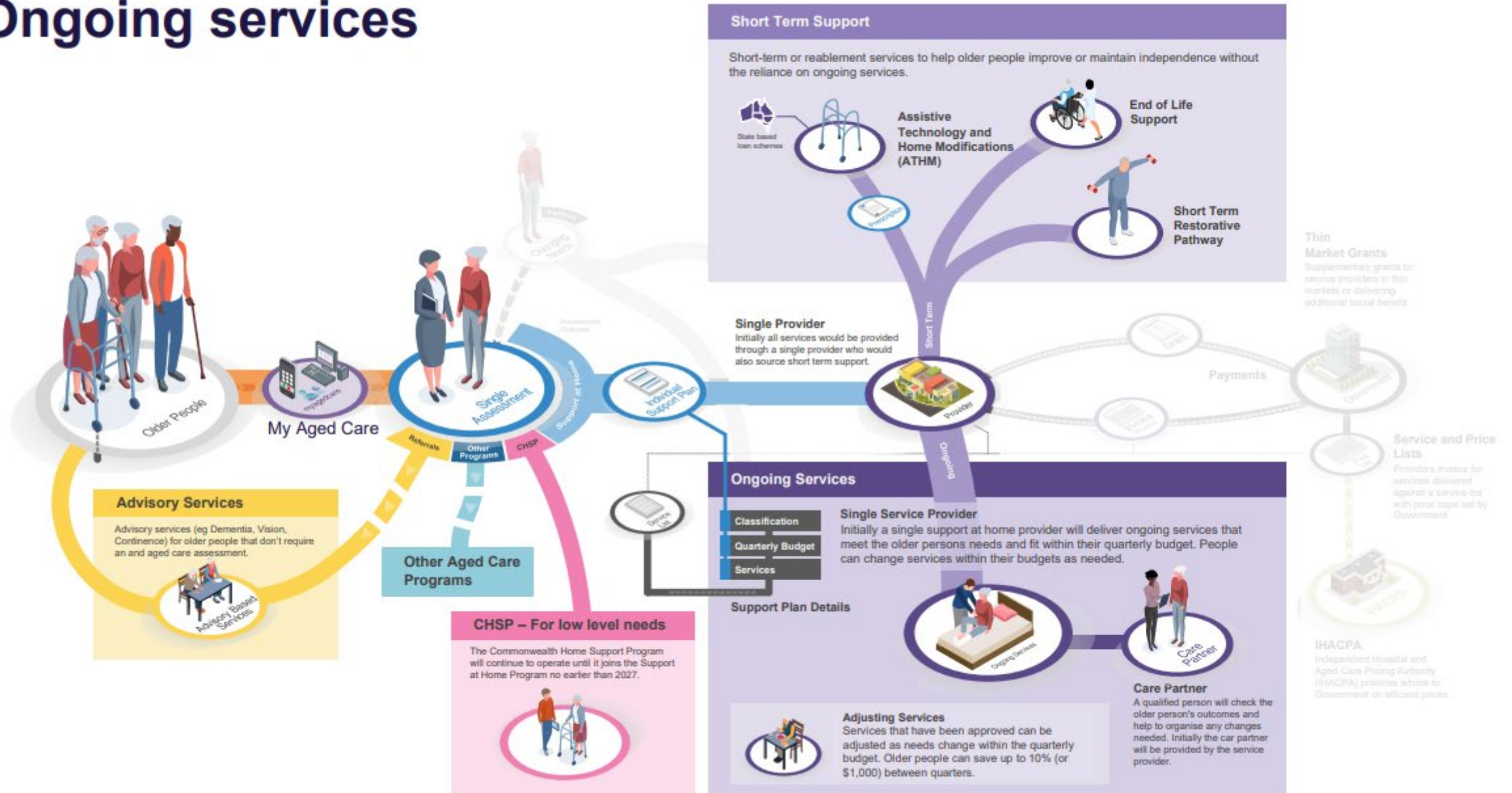
Single service provider



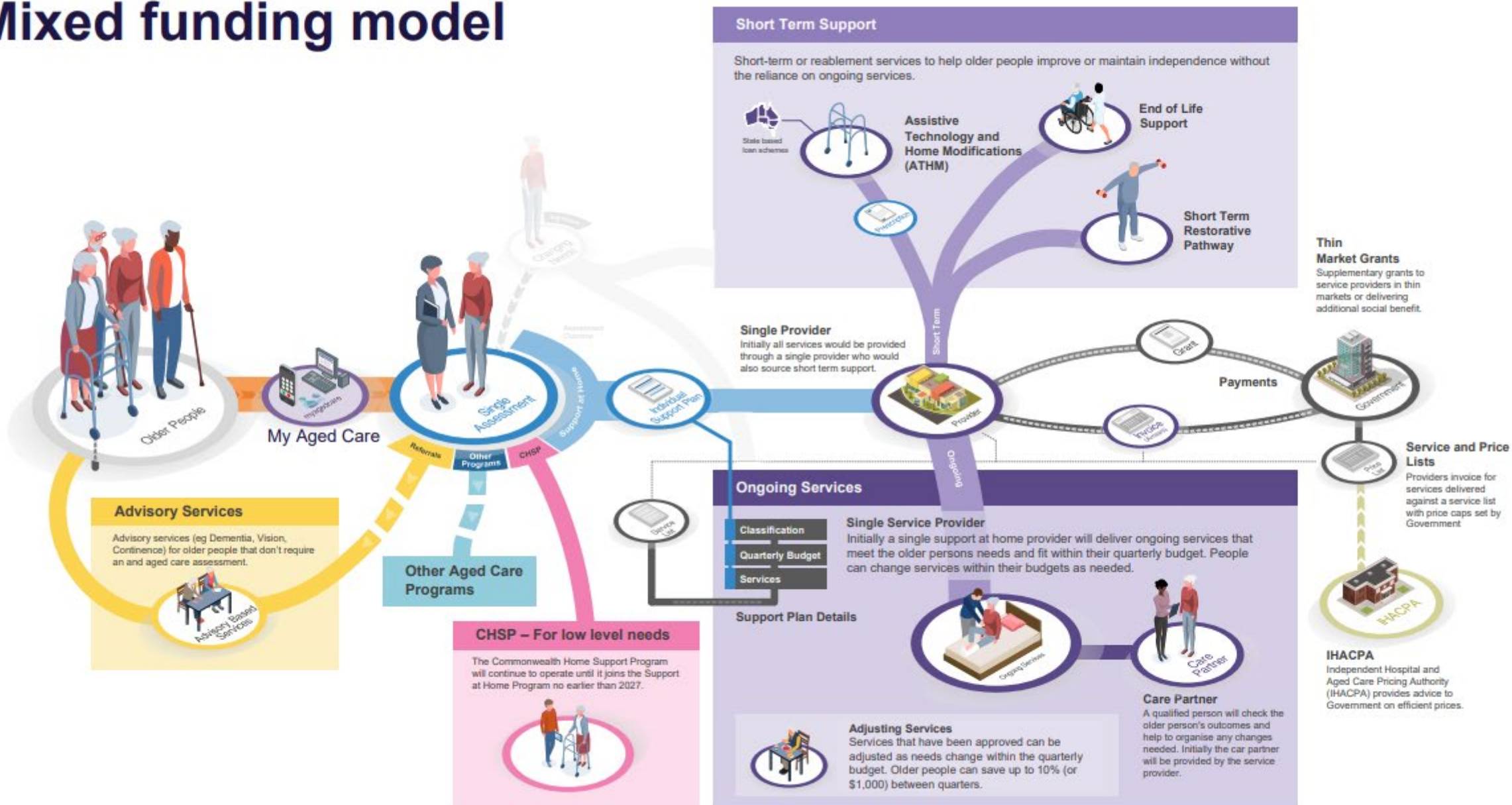
Short term support



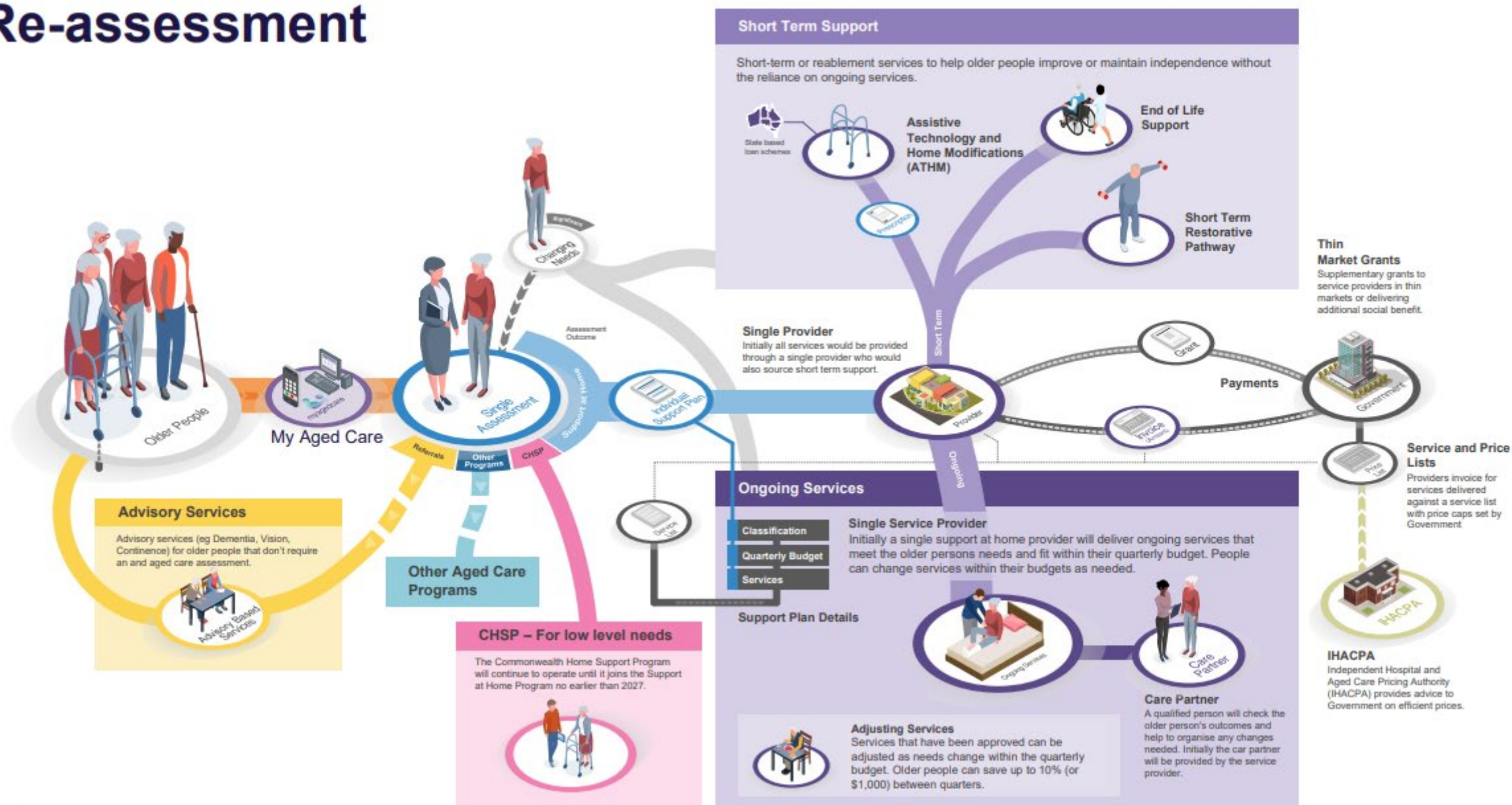
Ongoing services



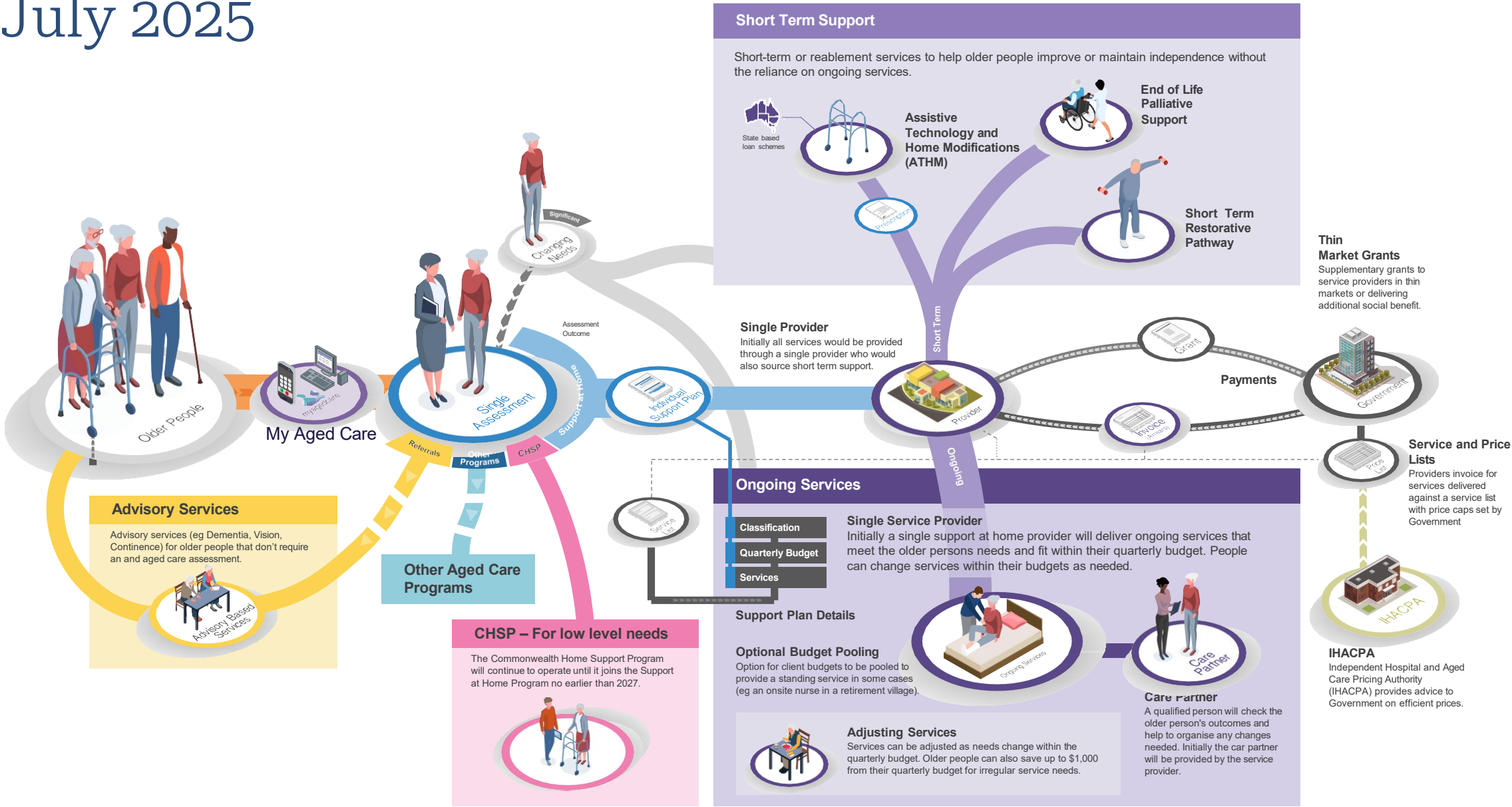
Mixed funding model



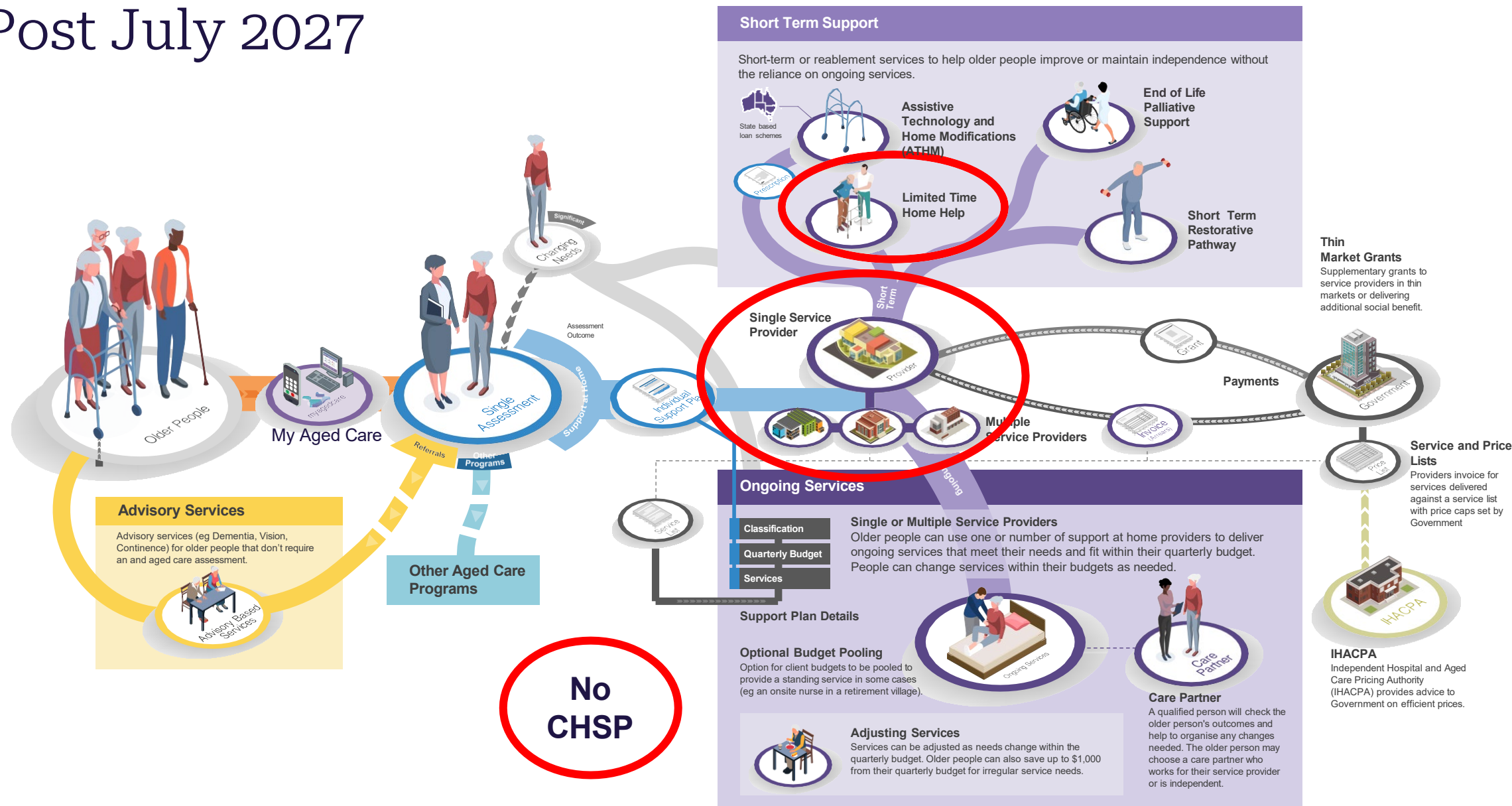
Re-assessment



July 2025



Post July 2027



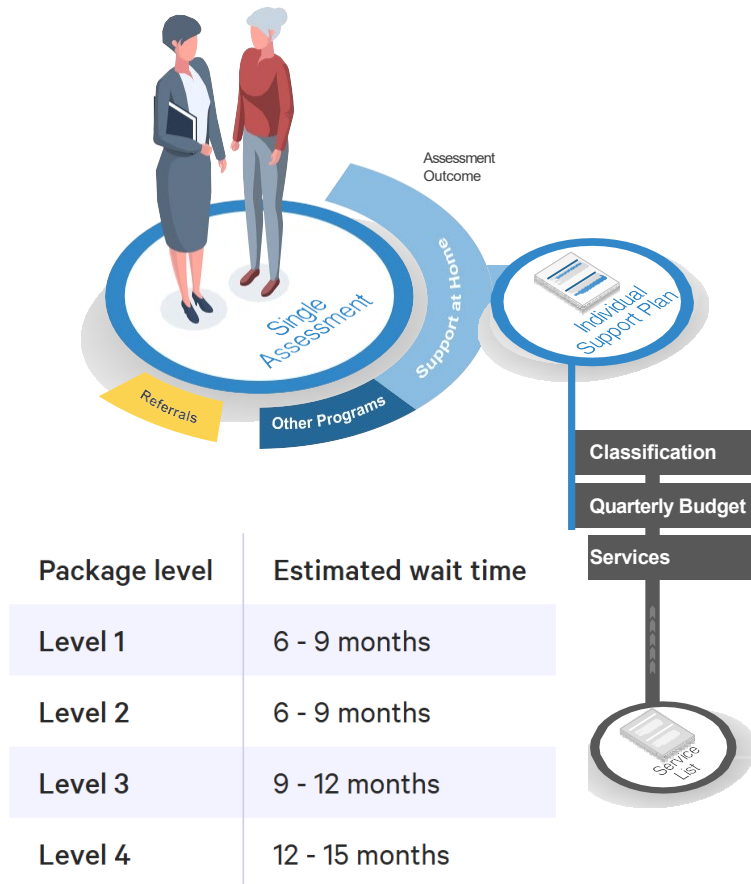


Care Plans & Onboarding



New Assessment Framework – What it looks like

- Single assessment system from **Oct 2024**



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General Health

How much have health issues affected your normal activities (outside and / or inside the home) during the past 4 weeks? *

☐ Not at all ☐ Slightly ☐ Moderately ☐ Quite a bit

Have you had any recent falls or near miss falls in last 4 weeks? *

☐ Yes ☐ No ☐ Not sure

During the past month, has it often been too painful to do many of your day to day activities? *

☐ Yes ☐ No ☐ Not sure

Do you have any weight loss or nutritional concerns? *

☐ Yes ☐ No ☐ Not sure

General health notes

Limit 500 Characters

General wellbeing and safety

What does the tool look like?

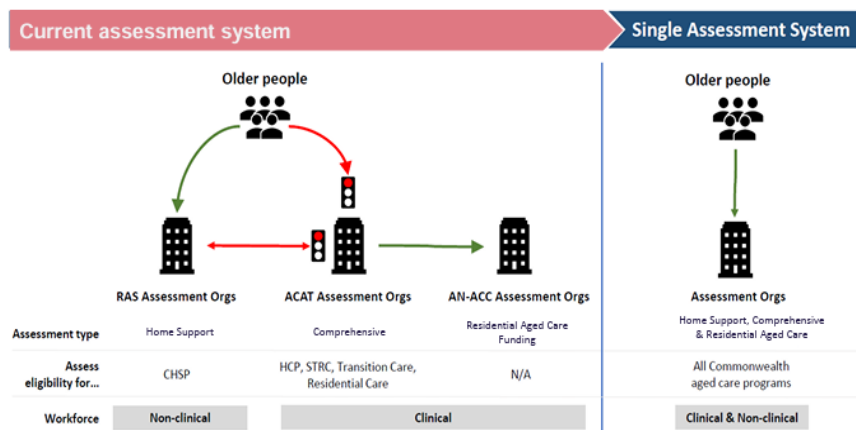
18 sections in the prototype

1 Assessment details	7 Physical & personal health	13 Home and personal safety
2 Reason for assessment	8 Frailty	14 Financial and legal
3 Carer profile	9 Cognition	15 Support considerations
4 Social	10 Behaviour	16 Current access to services
5 Function	11 Psychological	17 Goal setting
6 Medications	12 Medical	18 Assessor recommendations

agedcareengagement.health.gov.au

18 May 2023 13

Key shifts from current assessment system to Single Assessment System workforce



Function questions

18 sections in the prototype

5 Function

- Getting to places out of walking distance
- Undertaking housework
- Going shopping
- Preparing meals
- Taking medicine
- Handle money
- Using the telephone
- Using online services
- Walking
- Climbing stairs
- Taking bath or shower
- Dressing
- Eating
- Transfers
- Toileting

Care Plan Support

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Care needs

+ ADD NEW

Nursing Care

Need details
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Care Funding
Clinical

Requirements
Certificate IV of Nursing

[VIEW BUDGET >](#) [EDIT](#)

Nursing Care Consumables

Need details
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Care Funding
Clinical

Requirements
Any certifications required go here

[VIEW BUDGET >](#) [EDIT](#)

Dietitian

Need details
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Care Funding
Clinical

Requirements
Any certifications required go here

[VIEW BUDGET >](#) [EDIT](#)

Assistance with Self-care and Activities of Daily Living

Need details
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Care Funding
Independence

Requirements
Certificate IV of Nursing

[VIEW BUDGET >](#) [EDIT](#)

General House Cleaning

Need details
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Care Funding
Everyday

Requirements
Any certifications required go here

[VIEW BUDGET >](#) [EDIT](#)

Gardening

Need details
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Care Funding
Everyday

Requirements
Any certifications required go here

[VIEW BUDGET >](#) [EDIT](#)

Package risks

+ ADD NEW

Allergies

Last updated: 00/00/2025 10:00AM

Risk details
N/A

Action plan
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco..... [See More](#)

Cognition

Last updated: 00/00/2025 10:00AM

Risk details
N/A

Action plan
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Falls

Last updated: 00/00/2025 10:00AM

Risk details
N/A

Action plan
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Hydration and nutrition

Last updated: 00/00/2025 10:00AM

Risk details
N/A

Action plan
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Coordination Fees



Care Management Fee

10% of Subsidy

With additional supplements for:

- Referrals from Care Finder
- Older ATSI people
- Current or at risk of homelessness
- People who are care leavers
- Veteran's Supplement

- Lẓẉ t̄i ǐ z̄o ʔ ēūēr̄i ēh̄h̄i ɔ̄ōn̄w̄ē l̄³ ʔ t̄ūr z̄w̄w̄l̄ Ě̄Ē w̄l̄'ṝṣ̄i w̄ūr̄ w̄t̄ūr z̄³ ēz̄i z̄l̄ h̄³ ǐ r̄i'nl̄w̄z̄ṝṣ̄i t̄z̄ h̄ēz̄i z̄i h̄z̄t̄i ʔn̄ō
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Care Coordination Loading



Tiered % of Service Cost

Covers:

- Scheduling
- Staff rostering
- Staff training
- Education
- Company overheads and administrative costs

- Coordination fees will be built into the pricing of services delivered, not charged separately
- Your income is directly linked to how effectively you help clients use their full budget
- Securing competitive service rates means more care delivered and better returns for your effort and your client
- We're embedding a utilisation metric in the Portal so you can track service uptake and optimise coordination in real time



CARE • SEEKERS





Platform Loading

Additional 10% loading

Covers:

- Client contribution collection
- Debt recovery
- Non-payment risk
- Payment processing and reconciliation
- Technology and Systems

- This new loading recognises the financial risk and operational burden required to deliver services effectively and ensure compliance with payment collection expectations
- A 10% loading is applied to the final service rate
- This fee is retained by Trilogy to offset the cost of managing payments and risk of non-payment



Coordination Revenue Calculator



SaH Model	
Total funding	\$ 100,000
Coordination Fee	20%
Utilisation Rate	85%
Previous 11% HCP revenue	\$ 11,000

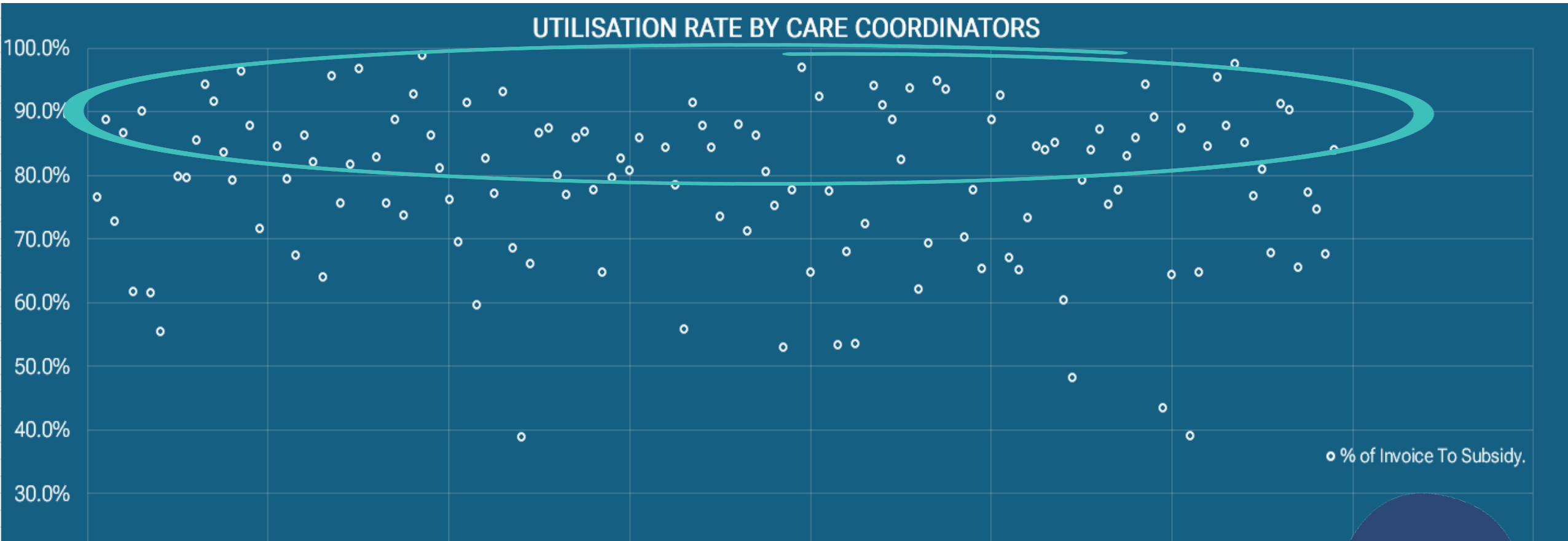
Revenue		Utilisation Rate							
		65%	70%	75%	80%	85%	90%	95%	100%
Fee %	20%	\$ 8,864	\$ 9,545	\$ 10,227	\$ 10,909	\$ 11,591	\$ 12,273	\$ 12,955	\$ 13,636
	25%	\$ 10,636	\$ 11,455	\$ 12,273	\$ 13,091	\$ 13,909	\$ 14,727	\$ 15,545	\$ 16,364
	30%	\$ 12,273	\$ 13,217	\$ 14,161	\$ 15,105	\$ 16,049	\$ 16,993	\$ 17,937	\$ 18,881

Provider Down Calc	
Total funding	\$ 100,000
10% Care Management	\$ 90,000
Utilised funding	\$ 76,500
10% Platform loading	\$ 69,545
Coordination fee	\$ 57,955
Coordinator Revenue	\$11,591

Client Up Calc	
Delivered Services	\$ 57,955
Coordination fee	\$ 69,545
10% Platform loading	\$ 76,500
Add unutilised funding	\$ 90,000
10% Care Management	\$ 100,000
Coordinator Revenue	\$11,591



Funding utilisation 2024





Trilogy Portal



Our Portal Goals

To create an all-in-one platform for Care management, delivering an easy-to use and scalable customer experience for all our stakeholders.

Our Portal Goals



300 Internal Staff

- Generate Care Plans and Budgets
- Capture Case Notes and Care Events
- Incident and Regulatory Management



200+ Coordinators

- Assign Providers to Budget
- Track Expenditure / Statements
- Capture Case Notes and Care Events
- Find Providers*



10,000+ Recipients

- View Budget / Spending
- Submit Reimbursements
- Approve Supplier Bills
- Find Providers*



10,000+ Service Providers

- Complete Compliance
- Maintain Staff and Rates
- Submit Bills for Payment
- View Budget Snapshots.

TC Portal Releases March 2025

100% Invoices in the Portal
+ Artificial Intelligence



Accrual Balance
– Pending Transactions

About My Plan

Available Funds: \$2,520.30

Daily Rate: \$163.27

Management Fees: 15%

Care Summary

Overview: Nationality: Australian, Language: English About Mr. John is a 82 year old man who lives at home with his wife, Jane. He mobilises without a mobility aid in his home and in the community. He has glasses for reading. John has had no falls in the last 6 months, and no unplanned hospitalisations in the last 12 months. John's main medical conditions include peripheral neuropathy, type 2 diabetes mellitus and atrial fibrillation. Inquest Package: No, pending EPCA: Yes - Not Enacted AND: No, I am not interested isolated: Yes Network: Infrequently Pats: No -

Cultural Significance: Nil

Medical Conditions: Contained in Health Summary

Emergency Plan: Call 000 for all emergency cases immediately.

Non-Routine Plan: As Above

Home & Assets: None

Barriers to Access: None

Hazards: None, Other: None

Recent Transactions

Date	Description	Rate	Debit	Balance
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00
01/01/2024	Lorem ipsum dolor sit amet, consectetur adipiscing elit	\$50.00	\$50.00	\$500.00

Budget Proposals

Package Details

Overview Needs 8 Budgets 12 Risks 9 Notes 16 Tasks 1 Bills Statem

Funding and budget summary

Please check the list of requirements before creating a Budget.

1 All items are represented as 4-weekly amounts

Care income

Subsidy/Funding: \$4,571.56 (\$24.45/day) Level 3

Supplements: -

Fees

Care manag: \$64 15%

Funding in \$4,571.56

Total fees

Available to spend

Care Need/Service Type

Care Need/Service Type	Frequency	Start & End Date
Allied Health / Occupational Therapy	Weekly	01 May 2024 - 05 May 2025
Allied Health / Physiotherapy	Weekly	18 Apr 2024 - 17 Apr 2025
Daily Living / Domestic Assistance	Once Off	22 Jul 2024 - 23 Jul 2025
Health and Clinical / Nursing	4 Weekly	18 Apr 2024 - 17 Apr 2025
Daily Living / Gardening	Weekly	18 Apr 2024 - 17 Apr 2025
Environmental Improvements / Goods and Equi...	Once Off	21 Jul 2024 - 22 Jul 2025

Propose New Budget

Please note that this budget edit submission will need to be reviewed by our team before it is added to the package. You will be notified of any changes.

Budget details

Please describe the budget

Package need: Daily Living Service type: Select a type

Units: 1.00 Rate: \$110.00 Total: \$110.00

Frequency: Weekly Start date: 03/10/2024 End date: 03/10/2024

Additional requirements

Select additional requirements

Weekly available funds is \$232.17

CANCEL SUBMIT

Invoices & Payments



- AũAtũĐeũ Lí tú h³ zđí ứ í ừ từ
Lw̃neũđw̃ H̃ez ĒĒĒĒ
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Unable to Approve Bill

- Missing supplier

Bill - Reimbursement

POSSIBLE DUPLICATES

MYOB Reference Number 3827675

Supplier

Select a supplier...

+ ADD

ABN

Supplier name

Stage / Bank Details

Services provided

NOT IN DATABASE

BSB

Account number

Account name

MYOB vendor ID

Care recipient

Test Lee - MG-123456

Trilogy Care ID

MG-123456

Stage

ACTIVE

Accrual balance

\$1,300.00

MYOB vendor ID

e892d938-203e-4687-a6bc-9

Payment comments

Recipient name

Test Lee

Package email

testrepresentative@te...

Suburb

Fortitude Valley 4006

MYOB sub account

TESTAA0006

Invoice reference

5147860

Invoice date

03/03/2025

Due date

13/04/2025

Is Reimbursement

Stage

Source

Assigned to

Total GST

Discounts

Total amount

Elapsed since submission

Submitted

Supplier Form

Rudy Chartier

\$0.00

\$0.00

\$0.00

190hrs 50mins

ON HOLD

REJECT

APPROVE

DELETE BILL

DUPLICATE BILL

SAVE CH

Documents

Notes

History

Showing 1 of 2 documents

TAX INVOICE

Invoice Date: 5 Apr 2024

Invoice Number: 891-4235

ABN: 65 654 892 210

CC Country Cleaning

18 Hickory St

JANDRAIRIE QLD 4410

AUSTRALIA

Trilogy - Bell Care - Bell, Dolly, Colleen, Kaitiaki

15 Service St

BELL QLD 4408

AUSTRALIA

Quantity

Unit Price

GST

Amount AUD

1.00

102.00

10%

102.00

Subtotal

102.00

TOTAL GST 10%

10.20

TOTAL AUD

112.20

Due Date: 30 Apr 2024

Please send payment within 15 days of receiving invoice. There will be an overdue fee of 3% interest charged for every 3 days on late invoice payments.

Please make payment via electronic payment to:

CC Country Cleaning

ABN: 65 654 892 210

ACC: 423534915

or alternatively make cheques payable to CC Country Cleaning

Please do not hesitate to contact CC Country Cleaning via phone or email if you have any questions in regard to this invoice.

VISA

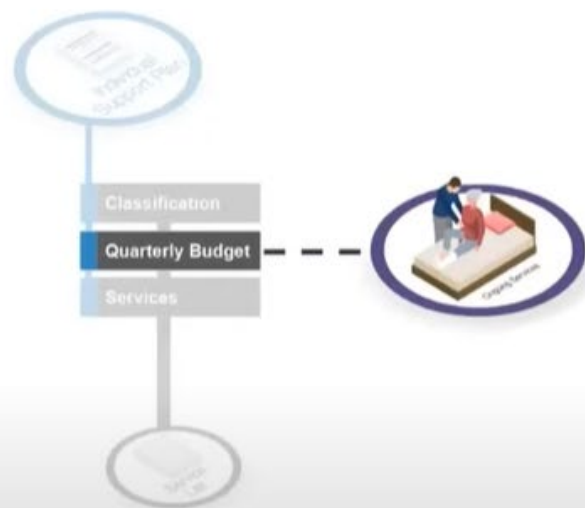
Master Card

Bank Card and pay to the order

Quarterly Budgets

Unused funds will have limited carryover (up to \$1,000 or 10% of the quarterly amount) and excess unspent money beyond that cannot be hoarded – it effectively returns to the system each quarter

Quarterly budgets for ongoing services



- Classification amount will be divided into 4 quarters
- Maximum accrual of \$1,000 or 10% of quarterly budget between quarters
- Budgets will be held on behalf of the participant account by Services Australia
- Providers will invoice the account after services delivered
- Flexibility to use the budget across approved services
- Participants with unspent HCP funds will receive access to these funds for approved purposes

Will's Take-away

- Need to promote the Use-it-or lose-it principles
- Consider the effect of using all funds with higher co-contributions
- Budgets need to be more accessible to all Stakeholders.
- More alerts/notifications and utilisation rate

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Budget cadence is quarterly

Select Quarter
July 1 - September 30

Funding

Funding

\$00,000.00

Services

\$00,000.00

Fees

\$0,000.00

Surplus for services

\$0,000.00

Spent

\$00,000.00

Funding type	Funding	Services	Fees	Surplus for services	Spent
Support at Home Classification 3	\$000,000	\$000.00	\$000.00	\$000.00	\$000.00
Unspent Funds	\$000.00	\$000.00	\$0,000.00	\$000.00	\$000.00
HCH Transfer	\$000.00	\$000.00	\$0,000.00	\$000.00	\$000.00
Private Funds	\$000.00	\$000.00	\$0,000.00	\$000.00	\$000.00
Assistive Technology 8 Aug to 17 Oct, 2025	\$000.00	\$000.00	\$0,000.00	\$000.00	\$0,000.00

\$

Estimated Contributions

\$0,000.00

Quarterly funding currently running a surplus of \$0,000.00 per quarter

This is sustainable for 15 quarters with current projections

Services

+ ADD BUDGET

Nursing Care

Nursing Care Consumables

Lump sum amount

10% spent

\$132.00 of \$1,320.00

VIEW DETAILS

Allied Health and other Therapeutic Services

Podiatrist

Lump sum amount

10% spent

\$132.00 of \$1,320.00

VIEW DETAILS

Social Support and Community Engagement

Group Social Support

Individual Social Support

Service based amount

10% spent

\$132.00 of \$1,320.00

VIEW DETAILS

Assistive Technology and Home Modifications

Assistive Technology

Lump sum amount

100% spent

\$1,000.00 of \$1,000.00

VIEW DETAILS

Home Modifications

Lump sum amount

0% spent

\$0.00 of \$1,000.00

VIEW DETAILS

Domestic Assistance

General House Cleaning

Laundry Services

Shopping Assistance

Service based amount

10% spent

\$132.00 of \$1,320.00

VIEW DETAILS

Adding Budgets SAH Update

- Ồ wựt từ n w E u e u d i
A 3 i r i n A i đ r u h l H e z E E z
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BACK TO PACKAGES

JD

John Doe

JD-123456

Self Managed PLUS

S@H Level 3

Active

Onboarding

Profile

Care Circle

Accounts

Care plan

Budget

Services

Inbox

Package Settings

PRINT

RESYNC

OPEN IN MYOB

OPEN IN ZOHO

DR

Budget

Please check the list of requirements before creating a new budget.

Budget cadence is quarterly

Funding

Funding

Services

Fees

Funding type

Funding

Services

Support at Home Classification 3

\$00,000.00

\$000.00

Unspent Funds

\$000.00

\$000.00

HCP Transfer

\$000.00

\$000.00

Private Funds

\$000.00

\$000.00

Assistive Technology

\$000.00

\$000.00

Estimated Contributions

\$0,000.00

Quarterly funding currently running a surplus of \$0,000.00 per quarter. This is sustainable for 15 quarters with current projections

Services

Propose New Budget Service

Clinical Support 0% contribution

Nursing Care

Registered Nurse

Enrolled Nurse

Nursing Assistant

Nursing Care Consumables

Allied Health and other Therapeutic Services

A&TISI Health Practitioner

A&TISI Health Worker

Allied Health Therapy Assistant

Counsellor or Psychotherapist

Dietitian or Nutritionist

Exercise Physiologist

Music Therapist

Occupational Therapist

Physiotherapist

Physiologist

Podiatrist

Social Worker

Speech Pathologist

Nutrition

Prescribed Nutrition

Independence 20% contribution

Personal Care

Assistance with self-

Assistance with the

Continence

CANCEL

NEXT

Care Coordinator Portal Vision

Service Fee Calculation

Navigation

Trilogy Care

Click to begin your search...

Dashboard

Business Details

Team members

Accounts

Client List

Invoices

Services

Inbox

Settings

JF Jennie Fittipaldi

Care Coordinator

Help Center

Welcome Jennie

El Der Care Pty Ltd | ABN: 120949862873

Pending Verification

\$2,540

Month Fees Accrued

75%

Month Utilisation Rate

\$3,000

Month Fees Budget

Get quotes

Leave notice

Action Items (5)

Invoice #09823 requires processing

Please approve or reject the invoice

VIEW

Respond to job request

Request for Gardening

VIEW

Review Service Supplier

A new service provider has been added

REVIEW

You have a budget surplus

REVIEW

Notifications (6)

Invoice #3926 was moved from 'On Hold' to 'Approved'

Dec 6

Invoice #3926 was moved from 'On Hold' to 'Approved'

Dec 6

Invoice #3926 was moved from 'Submitted' to 'On Hold'

Nov 26

Task is overdue

Nov 26

You were assigned a new task

Nov 8

You have 6 new messages

Nov 2

VIEW MORE

Invoices

Approved

000

On hold

00

Rejected

00

000

Total invoices

Total unprocessed

150

VIEW INVOICES

Notifications & Alerts

Portal Coordinator Fees

Service Loading Fees ⓘ

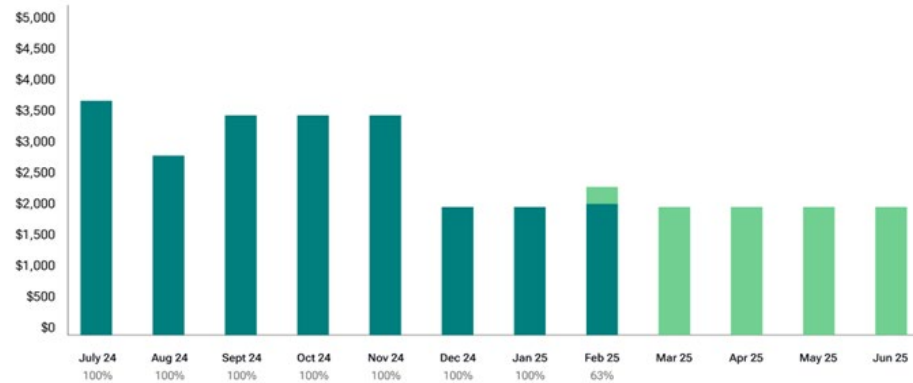
Financial year

July 24 - July 25

YTD Accrued Fees
\$24,564.90

YTD Projected Fees
\$13,330.00

YTD Utilisation rate
75%



ⓘ Your projected income is above \$75,000, you need to be registered for GST.

Statements

Date Period	Total Fee	GST	Total Fee (incl GST)		
January 2025	\$3,563.18	\$356.32	\$3,919.50	Download	View
December 2024	\$1,581.62	\$125.50	\$1,707.12	Download	View
November 2024	\$2,960.40	\$260.20	\$3,220.60	Download	View
October 2024	\$1,581.62	\$125.50	\$1,707.12	Download	View
September 2024	\$2,960.40	\$260.20	\$3,220.60	Download	View
August 2024	\$1,581.62	\$125.50	\$1,707.12	Download	View
July 2024	\$2,960.40	\$260.20	\$3,220.60	Download	View

7 records

Page 1 of 1 << < > >>

VIEW INDIVIDUAL MONTHLY STATEMENT

Trilogy Care

Click to begin your search...

Home

Profile

Business Profile

Team

Accounts

Clients

Inbox

Services

Resources

Settings

BS Bruce Smith

Care Coordinator Admin

Help Center

BACK TO ACCOUNTS

Monthly Statement

TAX INVOICE

Download

From Recipient

Trilogy Care Pty Ltd

Address

Level 2/3, 2 King Street

Locality

Bowen Hills, QLD, 4006

ABN

44 604 915 200

From Supplier

3L Multicare Pty Ltd

Address

146 Carlton Parade

Locality

Carlton, NSW, 2218

ABN

40 664 118 530

GST Registration Status

Registered

Date Issued

15/01/2025

Period Start Date

01/12/2024

Period End Date

31/12/2024

Service Loading Amount

\$3,565.18

GST

\$356.32

Total Service Loading Amount (incl GST)

\$3,919.50

Mary Smith

Invoice

Invoice Amount

Service Loading Rate

Service Loading Fee

123456

\$5,218.00

20%

\$574.01

123456

\$00.00

20%

\$00.00

123456

\$00.00

20%

\$00.00

123456

\$00.00

20%

\$00.00

Bradley Montana

Max Williams

Nancy Jones

Casey George

Tom Brown


Barbara Thompson

Emily Susan

Paul Hope

Thomas Gordon

Quí tú-í ǎí ǎí n'wú ɛú n̄tɔɔ ǎn h̄ú ɛz̄ z̄ ɔw- s̄í ǔ [w̄ w̄í ǔ ɛ z̄ ɛ h̄ ɛ r̄í [w̄ ǎí ǔ [tú w̄z̄ ɛ w̄ ɛ h̄ w̄ n̄ r̄í z̄í h̄ t̄ z̄ ǔ ǔ n̄

 Please be aware when contacting that this recipient resides in a different timezone.

Service Provider Directory Vision

Search filters

[illegible]

Recontracting Agreements

New Home Care Agreement

- Aligns with updated service standards and funding models.

New Coordination Agreements

- Ensures clarity between consumers, providers, and stakeholders.

Clear Communication Plan

- Proactive engagement to ensure smooth transitions.

Trilogy is working to execute Home Care Agreements in Portal with their invite to Portal!

IN-HOME CARE AGREEMENT

This In-Home Care Agreement (the "Agreement") is entered into effect as of [DATE].

BETWEEN: [CLIENT NAME], ("Client"), an individual with their main address located at OR a corporation organized and existing under the laws of the [State/Province] of [STATE/PROVINCE], with its head office located at:

[COMPLETE ADDRESS]

AND: [CAREGIVER NAME], ("Caregiver"), a corporation organized and existing under the laws of the [State/Province] of [STATE/PROVINCE], with its head office located at:

[COMPLETE ADDRESS]

1. SERVICES PROVIDED

1.1 The Caregiver agrees to provide in-home care services to the Client as agreed upon during discussions and consultations. The services may include but are not limited to:

- Personal care assistance (e.g., bathing, grooming, dressing)
- Medication reminders
- Meal planning and preparation
- Light housekeeping
- Companionship
- Transportation assistance
- Errands and shopping

1.2 The Parties will work together to establish a schedule of care, including the days and hours during which the services will be provided. The schedule may be subject to reasonable adjustments based on the needs of the Client and the availability of the Caregiver.

2. CAREGIVER RESPONSIBILITIES

2.1 The Caregiver will provide services in a professional, respectful, and compassionate manner, ensuring the safety, comfort, and well-being of the Client at all times.

2.2 The Caregiver will keep all information regarding the Client confidential and will not disclose any personal or medical information to any unauthorized third parties, unless required by law.

2.3 The Caregiver will promptly inform the Client or designated emergency contacts of any significant changes or concerns related to the Client's health, well-being, or care plan.

In-Home Care Agreement Page 1 of 3





Today

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.

Lock Fees + Agreement

Finalise your coordination fee strategy and execute partnership agreements (by end May).

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 (by end-June).

SaH Go Live

Support at Home officially launches.



**Support at Home
commences**



Thank you!

