

Same Day Sign-On Campaign Terms and Conditions

Overview

Trilogy Care's Same Day Sign-On offer allows eligible clients to receive a digital link to review and sign a Services Agreement on the same day they enquire. The goal is to fast-track onboarding, subject to eligibility checks and availability.

Eligibility Criteria

- Clients must enquire before 2:00pm AEST on a business day.
- Clients must provide a valid Home Care Package referral code issued by My Aged Care, and a valid ACAT or IAT assessment dated within the past 12 months (or equivalent documentation).
- Same-day sign-on is only available where Trilogy Care is able to verify documentation and assess provisional suitability within standard operating hours.
- Trilogy Care reserves the right to delay sign-on if information cannot be validated at time of enquiry or if eligibility cannot be confirmed.

Definition of Sign-On

- "Sign-On" refers to the provision of a digital Services Agreement for client review and signature.
- Signing the agreement does not indicate service commencement.
- Services begin only once Trilogy Care has conducted a care plan meeting, validated eligibility, and co-signed the agreement.

Voucher Guarantee

- If a client meets all eligibility criteria and Trilogy Care is unable to provide a sign-on link by close of business that day, the client will be issued a \$100 Jim's voucher within 5 business days.
- Limit of one voucher per eligible client.
- Trilogy Care may withdraw or vary this offer at any time.

General

- This offer is subject to availability and operational capacity.
- Nothing in these terms overrides a client's rights under the Australian Consumer Law.