

Support at Home Ready! The Portal, Care and More.



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OCTOBER INFORMATION SESSION

Note: The information in this PowerPoint is true and accurate at time of presentation (29/10/25) and is subject to change.

HOT OFF THE PRESS!



Understanding service rates
under Support at Home



 [Play Video](#)

Watch our quick explainer on [service rates](#) under Support at Home.
It's a handy tool for coordinators and clients to understand how Trilogy Care delivers more hours from the same funding!

SESSION OVERVIEW:



TOPICS TO BE COVERED:

- What you need to know to be SaH Ready
- Intro to the SaH Portal
- Care updates under SaH

KEY TAKEAWAYS FOR CARE COORDINATORS:

- Understand what to expect on the SaH portal, get across key care management changes, know what tasks to complete before 1 November, and access the right tools and resources to stay SaH-ready.

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. Support at Home: The Basics
2. Care Coordination: What you need to know
3. The Portal: Some key changes
4. Support at Home Ready
 - Onboarding New Clients
 - Associate Provider Agreements
 - Actions by 1 November
5. Resources and Takeaways

1

THE BASICS

Support at Home

SaH: Fundamental Changes

NEW:

- Aged Care Act 2024
 - [Who can speak for a client](#)
- [Statement of Rights](#)
- Strengthened Aged Care Standards:
 - [Understand the New Strengthened Standards](#)
- New funding model:
 - quarterly budgets, contributions, additional funding streams
- Different Client classifications:
 - Grandfathered, Hybrid and New SaH
- Updated terminology
- Client Agreements
- Associated Provider Agreements
- [Support at Home Operational Manual](#)



The new Aged Care Act puts older people at the centre of aged care

Understanding Client Types

From 1 November 2025 there will be two distinct types of clients based on when they entered or enter the home care system. Understanding these classifications is crucial as they have different funding structures, contribution requirements, and transitional arrangements.

Type 1: Grandfathered Clients

These clients held a Home Care Package (HCP) prior to **September 12, 2024**. They have specific legacy arrangements and transitional provisions that differ from new clients. Their packages maintain certain characteristics of the previous HCP system while gradually transitioning to Support at Home requirements.

Grandfathered clients have different contribution caps and may have varied service type contribution percentages during the transition period.

Type 2: Hybrid & New Clients

These clients either received their first HCP on or after **September 12, 2024**, or they received a Support at Home package after this date. They operate fully under the new Support at Home framework with current funding levels, contribution structures, and service arrangements.

These clients are subject to the \$130,000 lifetime contribution cap and the new contribution percentages based on their income and asset assessment.

 **Important:** The classification affects funding levels, contribution percentages, and administrative processes. Always confirm client type during onboarding.

Support at Home Funding Structure

Key Changes Under Support at Home

- Eight support classifications (instead of four HCP levels)
- Two short-term care pathways: Restorative and End-of-Life
- Separate Assistive Technology and Home Modifications (AT/HM) funding streams
- Coordination fees: 0-30% for standard classifications, different arrangements for pathways and AT/HM

New or Re-assessed Packages		
Support Classification	Quarterly Funding	Annual Funding
1	\$2,674.18	\$10,697.72
2	\$3,995.42	\$18,981.68
3	\$5,479.94	\$21,919.77
4	\$7,386.33	\$29,545.33
5	\$9,883.76	\$39,535.04
6	\$11,989.35	\$47,957.41
7	\$14,530.53	\$58,122.13
8	\$19,427.25	\$77,709.00
0-30% Coordination Fee Applies		

Existing Home Care Packages		
<i>Note: existing HCP levels fit between the SaH Classifications</i>		
HCP Level	Quarterly Funding	Annual Funding
1	\$2,732	\$10,931
2	\$4,806	\$19,224
3	\$10,461	\$41,847
4	\$15,860	\$63,440

Assistive Technology / Home modifications	
Funding Tier	Funding Allocation per AT / HM stream
Low	\$500
Medium	\$2,000
High	\$15,000
5% Coordination Fee Applies	

Short Term Pathways		
Pathway	Funding Amount	Funding Period
Restorative Care	Up to \$6,000	16 weeks
End-of-Life	\$25,000	12 weeks
RC <u>Nil</u> Coord Fee Applies / EOL <u>Standard</u> Coord fee applies		

Service Types & Contributions: Grandfathered Clients

Grandfathered clients (those who held a Home Care Package prior to September 12, 2024) have different contribution structures than new clients. Understanding these differences ensures accurate budgeting and client communication.

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			

Note: For part pensioners, contribution percentages are based on their Age Pension means assessment. Commonwealth Seniors Health Card (CSHC) holders undergo a separate assessment.

Service Types & Contributions: Hybrid and New Clients

Clients who received their first package on or after September 12, 2024, operate under the new Support at Home contribution structure. These contributions differ significantly from the grandfathered arrangements and include a lifetime contribution cap.

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%	0%
	Nursing Care			
	Nutrition			
	Care Management			
	Restorative Care Management			
Independence Services	Personal Care	5%	5% to 50% depending on income and assets	50%
	Social Support and Community Engagement			
	Therapeutic Services for Independent Living			
	Respite			
	Transport			
	Assistive Tech and Home Modifications (AT-HM)			
Everyday Living Services	Meals	17.5%	17.5% to 80% depending on income and assets	80%
	Domestic Assistance			
	Home Maintenance and Repairs			

Part pensioners and CSHC holders have their contribution percentage determined by Services Australia based on a comprehensive income and assets assessment. This can result in variable contribution rates between the minimum and maximum percentages shown.

2

CARE COORDINATION

What you need to know...

CARE: What you need to know...

What No Longer Exists Under SAH

1

Leave Arrangements

Leave no longer needs to be lodged under Support at Home. Clients should notify their coordinator and provider if temporarily stopping services, but no formal leave lodgment is required.

2

ITF Fees Structure

ITF fees are now known as **co-contributions**. Support at Home uses a per-service contribution model rather than a flat fee, differing between Hybrid and Grandfathered clients.

3

Accrual Balance

Now renamed as **Commonwealth Unspent Funds**. Clients can no longer accrue funding as they did in HCP. Use it or lose it principle applies. Unspent funds must be utilised first before accessing AT-HM scheme.

CARE: What you need to know...

CAPS: Continence Aids Payment Scheme Changes

The Continence Aids Payment Scheme (CAPS) is an Australian Government scheme providing payment to eligible people with permanent and severe incontinence. Eligibility for CAPS has changed significantly.

- 1 1 November 2025**
No new CAPS approvals for Support at Home participants
- 2 Until February 2026**
Transitioned HCP recipients with existing CAPS approval can continue receiving funding if not accessing continence aids through SAH
- 3 From February 2026**
CAPS eligibility ends for all Support at Home participants. Providers should assist participants to obtain products through state-based schemes or purchase through SAH funding



CARE: What you need to know...

AT-HM: Assistive Technology and Home Modifications

AT-HM funding may only be used for products, equipment, and home modifications that optimise functioning or manage disability or age-related functional decline.

Clients may use AT-HM Scheme funding on items listed under 'Inclusions' where an assessed need is documented in their support plan.

AT-HM: for Grandfathered Clients and Hybrid Clients

Transitional Approval

Transitioned Home Care Package (HCP) care recipients have transitional approval to access the AT-HM scheme without further assessment.

Commonwealth Unspent Funds

Can use HCP Commonwealth unspent funds to access equipment, products, and home modifications from the AT-HM list.

Documentation Required

Providers must document and justify the need and reasoning for AT-HM to support the claim.

❏ All items listed under 'Exclusions' are not available through the AT-HM scheme. Conditional inclusions are subject to additional criteria. [AT-HM list](#)

CARE: What you need to know...

AT-HM: for Grandfathered Clients and Hybrid Clients

01

Assessment:

An aged care assessor evaluates functional ability and home environment using the Integrated Assessment Tool (IAT)

02

Funding Tier Allocation

Based on needs, you may be allocated a funding tier for assistive technology, home modifications, or both, outlined in your Notice of Decision

03

Provider Selection

Must access services from registered providers in Category 2 – Assistive Technology and Home Modifications

04

Funding Duration

Typically allocated a funding tier for 12 months to spend on approved assistive technology and home modifications

[AT-HM list](#)



CARE: What you need to know...

Financial Hardship Applications

To apply for financial hardship assistance (Fee Reduction Supplement) under the Support at Home program, clients need to follow a specific process. [Services Australia Hardship Assistance](#)



Complete Form SA462

Complete the Aged Care Claim for financial hardship assistance form



Submit to Services Australia

Care partners can assist with completing the form and gathering required documentation



Notify Trilogy Care

Inform us when submitting so we collect contributions during

If Approved

The government will pay some or all aged care fees, backdated to the date of application.

If NOT Approved

Clients remain responsible for the contributions. Including fees not paid during the application process

Major Service Changes: Mileage and Travel



No Separate Travel Fees

Providers cannot charge participants separate travel fees, including kilometres or mileage under Support at Home.



Included in Unit Price

All travel-related expenses must be included in the unit price of the service. No separate administration fees allowed.



Service Trips Alternative

Providers can charge for 'Service Trips' involved in a service. Invoices must reflect 'Service Trips', not 'KMs or Mileage'.

IMPORTANT: Invoices cannot note 'KM's or Mileage' It must reflect the description 'Service Trips' to be funded under the SAH program. .

Transport		
Direct transport (driver and car provided)		
0 - 10km	Trip	
11 - 30km	Trip	
31 - 60km	Trip	
61 - 100km	Trip	

CARE: What you need to know...

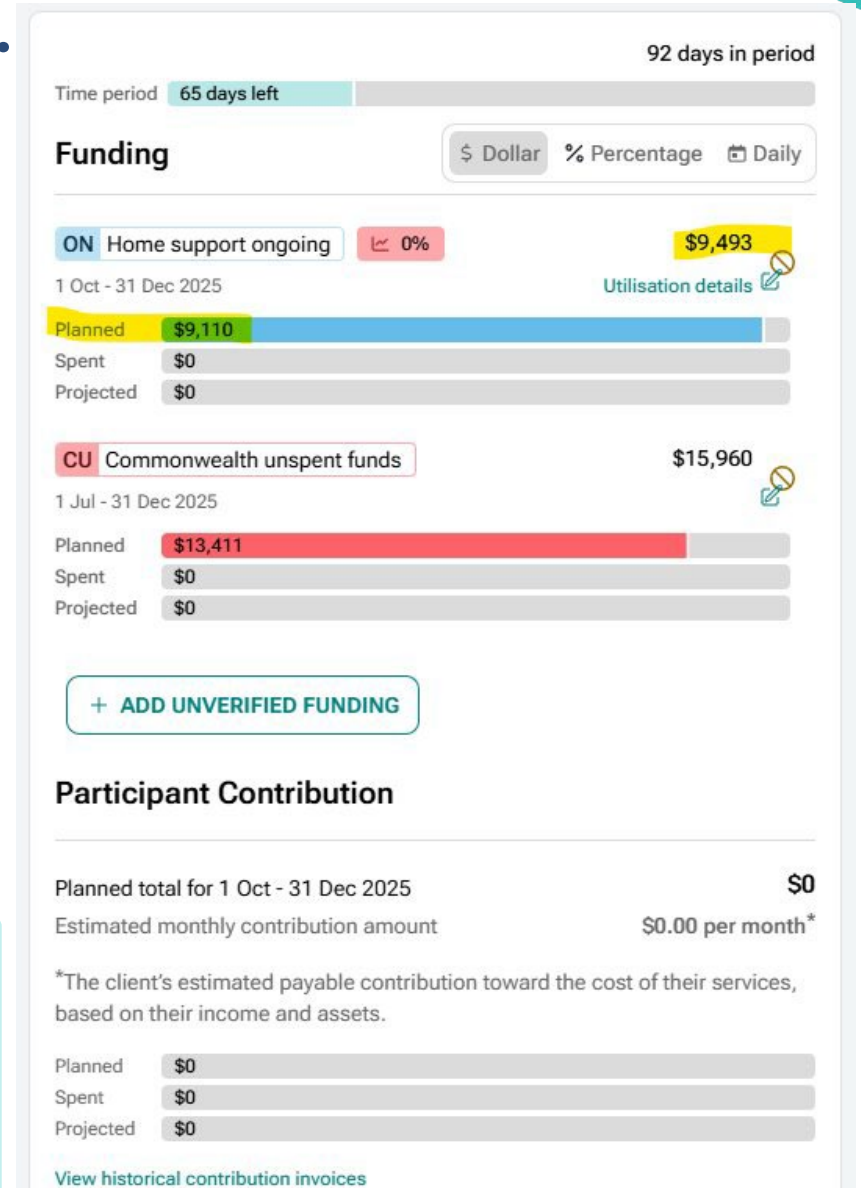
Understanding Service Plans:

Care budgets are now referred to as **Service Plans**. Focus on the 'Funding' section on the right side of the service plan to determine Planned to Spend for the quarter.

This section updates once invoices are paid to show quarterly fund utilisation. You can switch between dollar amount, percentage, and daily expenditure views.

Read and Understand

Always read the service plan thoroughly to understand its intent before proceeding with any care arrangements.





Additional Support Resources



Aged Care Advocacy Line

- [Older Persons Advocacy Network \(OPAN\)](#): OPAN, is an advocacy organisation that operates Australia wide and can 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)



Services Australia have an Aged Care specialist to support clients navigating the system. [Services Australia Hardship Assistance](#)

3

THE SaH PORTAL

Key changes

SaH Portal: What to expect ...

A guide to the upcoming changes

The following slides guide will walk you through the new SaH Portal — understanding what's new, what's familiar, and how to navigate confidently as we transition to the new system.

The SaH Portal builds on what you already know, with improved functionality, clearer visibility, and ongoing development to support you and our clients.

As the Portal is released and continues to develop, Trilogy Care will provide you with ongoing updates.



SaH Portal: What's New and What's Familiar...



Dashboard

✓ Same

Displays key client and task information as before.



Packages

✓ Same

No major change, continue managing client package details here.



Service Plans- (Drop-down Menu)

NEW New

Dedicated area to create and manage Service Plans and check Utilisation.

NEW New

Service Plans: Inbox

Create a new Service Plan under SaH

Service Plans: Utilisation

Monitor client rates via traffic light system

Invoices

✓ Same

Continue monitoring budgets and invoices as usual.

Organisation

✓ Same

Provider and partnership information remain unchanged.

Team

✓ Same — Manage internal team access and roles.

Notification Bell

✓ Same — Receive alerts and system notifications.

SaH Portal: New “Service Plans” Folder



What's New:

A dedicated **Service Plans** section for creating and viewing client plans
Improved visibility and tracking of services aligned with client goals and budgets.



Inbox: In this section you prioritise service planning.

Service plans inbox

You can prioritise service planning here

Filter Package Classification Package level Service plan status						
Package ↑↓	Service Plan Status	In Review For ↓	Care Partner ↑↓	Classification ↑↓	Care Option	Level ↑↓
AM-123456	No Plan	-	Alexander Mattiazzi	-	Self Managed PLUS	HCP 2 Create Plan
IM-123456	No Plan	-	Alexander Mattiazzi	-	Self Managed PLUS	HCP 4 Create Plan

Funding stream utilisations

Current package planned, spent, and projected utilisation on funding streams

Utilisation context

My planned utilisation overview

Planned Spent Projected

6 My planned tracked ALL All categories % of tracked 100% With care coordinator 6 Without care coordinator 0	6 Red <50% <50% Under-Planned % of tracked 100% With care coordinator 6 Without care coordinator 0	0 Amber 50-70% 50-70% Needs Attention % of tracked 0% With care coordinator 0 Without care coordinator 0	0 Green 70-95% 70-95% On Track % of tracked 0% With care coordinator 0 Without care coordinator 0	0 My planned >95% (ON) >95% Over-Planned % of tracked 0% With care coordinator 0 Without care coordinator 0
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Dashboard

Packages

Service Plans

Inbox

Utilisation

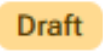
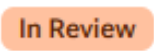
Invoices

Organisation

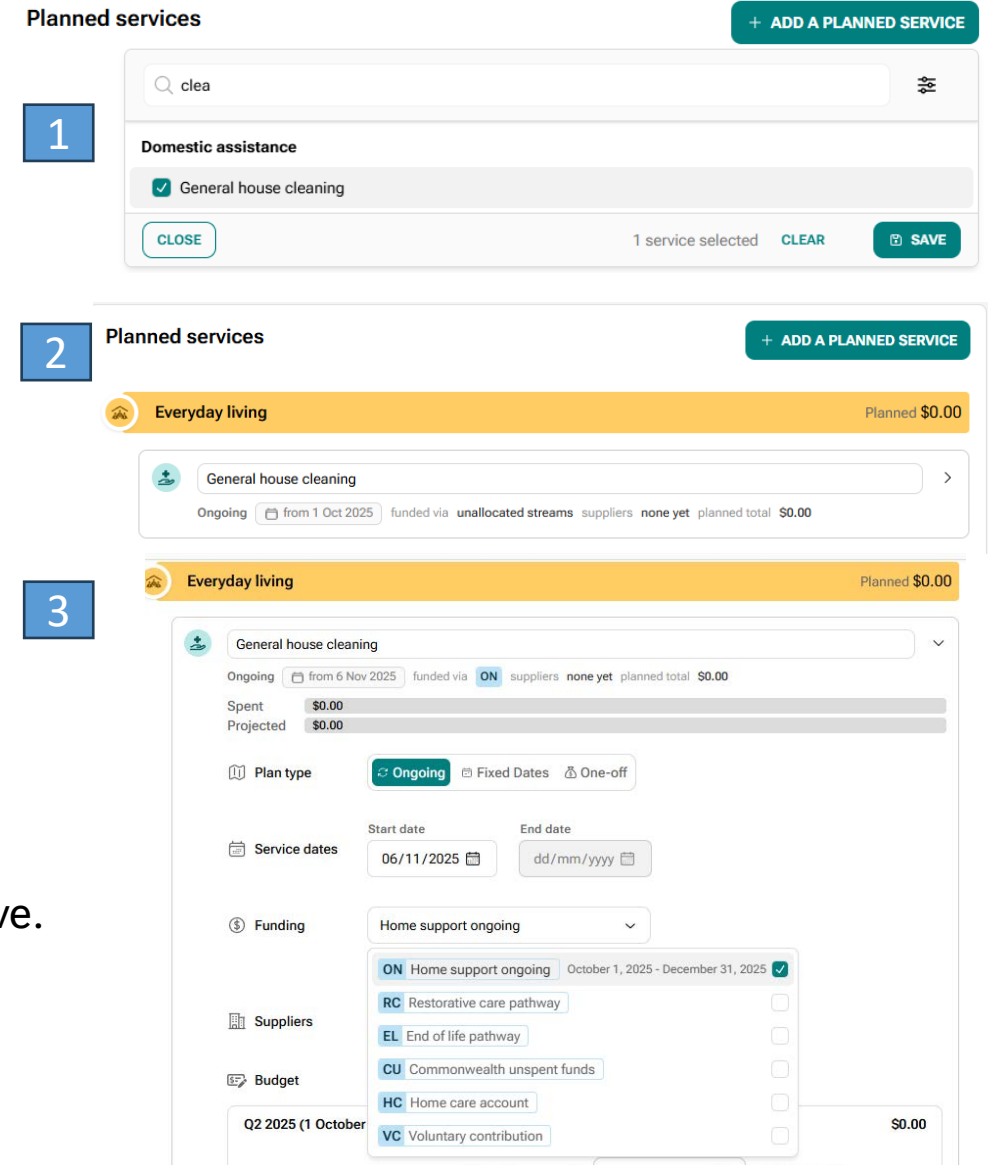
Team

SaH Portal: Add Service Plans

How to:

1. Package (Client)
2. Budget
3. Planned services: 
4. Search (select from drop down menu) Image 1
5. Save
6. You will find the NEW service under the category (see image 3)
7. Click the > next to the NEW service to add details Image 2
8. Save
9. Will show as 
10. Click  (top right)
11. The Service plan then sits  for your Care Partner to approve.

REMEMBER: to wait for approval prior to actioning.



The image displays three sequential screenshots of the SaH Portal interface, illustrating the process of adding a service plan. Each screenshot is numbered 1, 2, and 3.

Screenshot 1: Shows the 'Planned services' section. A search bar contains the text 'clea'. Below the search bar, under the 'Domestic assistance' category, 'General house cleaning' is selected with a checkmark. At the bottom, there is a 'CLOSE' button, a status indicator '1 service selected', a 'CLEAR' button, and a 'SAVE' button.

Screenshot 2: Shows the 'Planned services' section. A yellow header bar indicates 'Everyday living' with a 'Planned \$0.00' status. Below this, a search bar shows 'General house cleaning'. Underneath, it lists 'Ongoing' services from '1 Oct 2025', funded via 'unallocated streams', with 'suppliers none yet' and a 'planned total \$0.00'. A right arrow is visible.

Screenshot 3: Shows the detailed view of the 'General house cleaning' service. It includes a search bar, a status bar 'Ongoing' from '6 Nov 2025' funded via 'ON' with 'suppliers none yet' and 'planned total \$0.00'. Below this, there are sections for 'Spent' and 'Projected' amounts, both at '\$0.00'. The 'Plan type' is set to 'Ongoing'. 'Service dates' are '06/11/2025' to 'dd/mm/yyyy'. 'Funding' is 'Home support ongoing'. A dropdown menu for 'Suppliers' is open, showing options: 'ON Home support ongoing' (selected), 'RC Restorative care pathway', 'EL End of life pathway', 'CU Commonwealth unspent funds', 'HC Home care account', and 'VC Voluntary contribution'. A 'Budget' section shows 'Q2 2025 (1 October)' with a total of '\$0.00'.

THE PORTAL: Reminders

CASE NOTES:

- Must be kept!

CARE PLANS = OVERVIEW + NEEDS + BUDGETS

- All need to align when adding planned service
- If a need has not been identified, discuss with your Care Partner.
Under Support at home and the client status (Grandfathered etc),
re assessment may be required
- Budgets are arranged under Service Categories

UTILISATION RATES

- You can monitor over all or reviewing each individual client.



IMPORTANT: to wait for approval prior to actioning NEW planned service.

4

SUPPORT AT HOME
READY

Associated Provider Agreement (APA)



WHAT SHOULD YOU DO NOW TO PREPARE?

COORDINATORS:

Associated Provider Agreement:

- Sign and return by 31 October 2025
- Any questions, call your Partnership Manager

SUPPLIERS:

Associated Provider Agreement:

- Suppliers who have one or more employees need to complete and return

Third – Party Contract agreement: Sole Traders

- No employees, the contract is between the worker and the client

Provider Portal:

- All providers are required to register and set up a Business Id on the Portal



WHAT SHOULD NEED TO REMEMBER: Invoices

IMPORTANT

All invoices must be submitted to Trilogy Care within 30 days of the service date.

KEY POINTS:

- Service = Day 0
- Includes all reimbursements
- Invoices submitted after 30 days cannot be paid under Support at Home (SaH)

KEY POINTS:

- ✓ Check invoice dates and ensure providers are aware of the 30-day submission rule.
- ✓ Follow up early if reimbursement claims are outstanding.





ONBOARDING CHANGES

ONBOARDING NEW CLIENTS:

There are some key changes to the Onboarding Document, in line with Support at Home expectations.

PAGE 15: Financial

- Means testing is still required for Part Pensioners under Support at Home to confirm their co contribution rate.
- We still recommend having clients complete a means test if they are unsure!

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Financial

Please complete this section to help us determine whether you need to or already have completed an income assessment. Attach documents as necessary.

Pension Status *

☐ Full Pensioner ☒ Part Pensioner ☐ Self-funded Retiree

If you don't have a fee advice letter you can call Services Australia on 1800 227 475 or the Department of Veterans' Affairs on 1800 555 254.

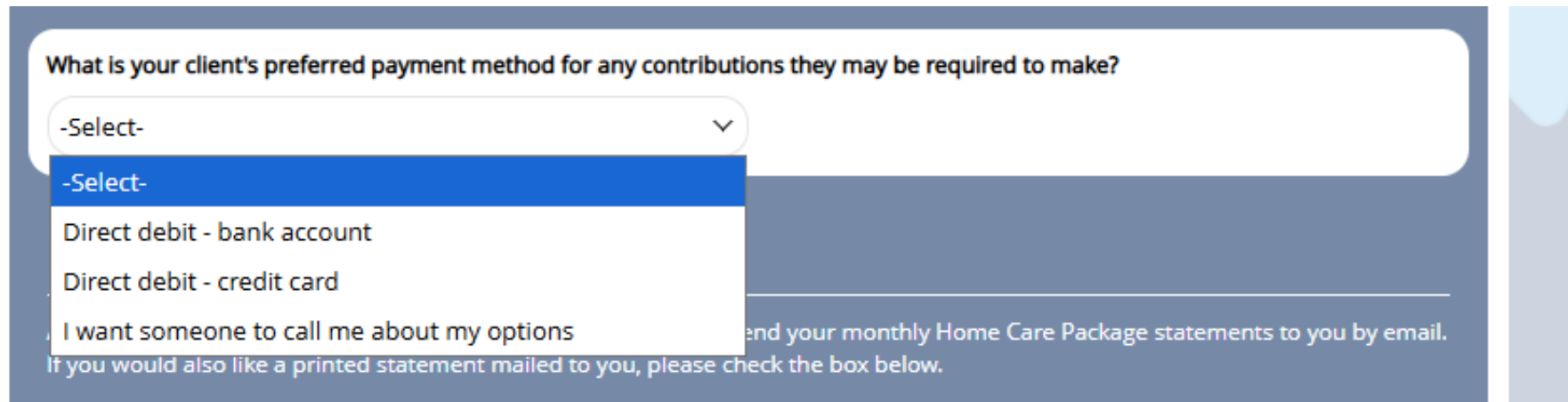
As of November 1, 2025, full pensioners, part pensioners, and self funded retirees may be required to pay a private contribution to Services Australia to access their Home Care Package funding. It is important that your client completes a means assessment regardless of their pensioner status to ensure they are not over charged for their private contributions

If you haven't completed this form, you can download and complete [this form](#).

ONBOARDING NEW CLIENTS:

PAGE 15: Financial continued

- Clients will need to submit their desired payment method for co contributions
- We will request direct debit information via email if this is preferred
- If a client is looking to speak further on their options, we can have a Collections team member call the client directly



What is your client's preferred payment method for any contributions they may be required to make?

-Select-

- Select-
- Direct debit - bank account
- Direct debit - credit card
- I want someone to call me about my options

Send your monthly Home Care Package statements to you by email.
If you would also like a printed statement mailed to you, please check the box below.

The screenshot shows a web form with a question about the preferred payment method. A dropdown menu is open, showing options: '-Select-', 'Direct debit - bank account', 'Direct debit - credit card', and 'I want someone to call me about my options'. Below the dropdown, there is a line of text: 'Send your monthly Home Care Package statements to you by email. If you would also like a printed statement mailed to you, please check the box below.'

ONBOARDING NEW CLIENTS:

PAGE 16: Agreements

Clients will now have 2 options to sign their agreement

- Zoho Sign (Virtual)
- Verbal Agreement

Zoho Sign – we will send the client a virtual copy of the agreement to sign off after the Care Plan meeting (must be sent to the client's email address)

Verbal Agreement – Clients will verbally agree to the client agreement in their care plan meeting

For both options, a watermarked version of the agreement should be provided to the client by the coordinator for early perusal

The new Support at Home Client Agreement is a large document, so, to prevent our coordinators and suppliers having to upload all pages of a signed sign-up pack, Trilogy Care is now introducing the following options that a client must choose between, when they are ready to agree to their Support at Home Client Agreement:

1. Zoho Sign (the client will receive an electronic version of the document to their nominated email address, and sign it online).
2. Verbal agreement (the client will be asked whether they understand and agree to the contract during their care plan meeting).

If Zoho Sign is the chosen method, you must only use an email address connected to the client themselves. If they do not have an email address, they will need to proceed with a verbal agreement at the end of their care plan meeting.

If verbal agreement is the chosen method, you must provide the client with the hard copy version of the contract for perusal and consideration prior to their care plan meeting, that way, the verbal agreement we receive is valid and enforceable.

Please select the client's preferred method of signing their Support at Home Client Agreement *

-Select- ▼

-Select-

Zoho Sign

Verbal Agreement

nt Agreement ONLY) *

ow Client Agreement relevant to S@H. Please provide an uploaded copy of the Home Care Agreement, Charter of Aged Care Rights and Consent to Collect Information form.

☐ Yes ☐ No



SPECIAL ANNOUNCEMENT

PROJECT FAST LANE...

Get Ready for Liftoff

An exciting new initiative is on the horizon that will transform the way we work and accelerate onboarding NEW clients.

Stay Alert

Keep an eye out for upcoming communications with all the essential details, timelines, and next steps.

5

TAKEAWAYS
RESOURCES
FEEDBACK

KEY MESSAGES:

STAY INFORMED:

- Trilogy Care will continue to share process updates as *Support at Home* goes live on **1 November**.

CHECK YOUR EMAILS:

- Read all Trilogy Care communications to stay up to date — especially updates on the new **Fast Track onboarding process**.

WE'RE IN THIS TOGETHER:

- This is a once-in-a-lifetime aged care reform — your **Partnership Manager** and **Care Partner** are your key contacts for guidance and support.

APA REMINDER:

- If you haven't returned your **Associate Provider Agreement (APA)**, please action this **today**.

INBOUND CALLS & EMAILS:

- Our teams are experiencing higher volumes — thank you for your patience as they respond as quickly as possible.

EXPLORE THE SUPPORT AT HOME HUB:

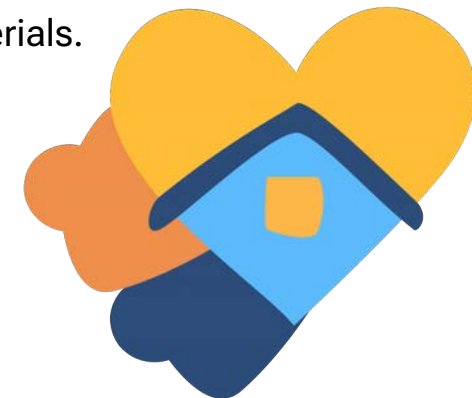
- Access via your **Resource Page** or the **Trilogy Care website** for case studies, tools, and client support materials.

PRESENTATION ACCESS:

- Today's presentation will be uploaded to your **Resource Page** under *Monthly Information Sessions*.

MORE LEARNING TO COME:

- Additional **training and videos** will soon be available on the Portal — links will be shared once released.



Resources and Support

Trilogy Care provides extensive resources to support your ongoing success as a coordinator. Familiarise yourself with these tools and check back regularly for updates and new materials.



[Trilogy Care Website](#)

Our newly launched website provides comprehensive information about Trilogy Care, the Support at Home program, and resources for coordinators and clients.



[Coordinator Resource Page](#)

Your central hub for all coordination resources including:

- Transitioning to Support at Home materials
- Previous webinar recordings
- Comprehensive guidebooks
- [Coordinator Calculator](#)
- [Client Quarterly Calculator](#)
- Monthly information sessions



[Support at Home Hub](#)

Accessible from the top of your Resource Page, this hub includes:

- Client Calculator tools
- [Case Studies](#) video series
- Program information and FAQs
- Transition guidance materials

Trilogy Care in the News

Watch our recent media features highlighting Support at Home:

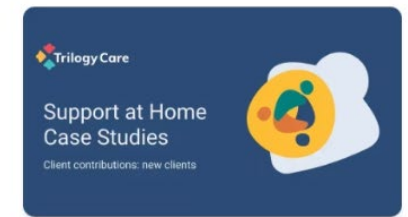
- [ABC News Feature](#)
- Channel 7 News (Queensland)



Grandfathered clients



Hybrid clients



New clients

FOLLOW UP



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

[October 2025 Information Session Feedback](#)



NOVEMBER INFORMATION SESSION:

WEDNESDAY 26 November :
12pm – 1pm AEST



TRAINING:

- Remember to register for [Alis Registration Page](#). Instructions can be found on your Resource Page> partner resources > Monthly Coordinator Information Sessions > Alis Training Now Available
- Remember you can access Home Care Academy for additional support at any time: [REMEMBER TO REGISTER](#)



*Thank you
for joining
us today!*

