

AUGUST INFORMATION SESSION



READY, SET
GROW:

Service Agreements

Utilisation

2026 Prep

Presented by: Tiffany Whitelaw - Partnership Liaison Manager
Aloysius Goh - General Manager: Quality and Assurance
Jay Perry - Team Leader: Business Development
Wayne Burton - Team Leader: Relationship Manager



Note: The information in this PowerPoint is true and accurate at time of presentation (30/7/25) and is subject to change.

SESSION OVERVIEW:



TOPICS TO BE COVERED:

- Client Agreements
- Missed Care Rates
- 2026- Readiness

KEY TAKEAWAYS FOR CARE COORDINATORS:

- Understand client agreement process and expectations, how to minimise missed care rates, and how to prepare for the expected expansion of Support at Home packages in 2026.

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. Client Agreements
2. Missed Care Rate (Utilisation rate)
3. Package Release Ready
4. Takeaways
5. Updates & Feedback

1

CLIENT AGREEMENTS

(previously: Home Care Agreement)

WHY NEW CLIENT AGREEMENTS?

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 this Agreement		
We will keep a record of your contact details (eg, power of attorney, guardian and financial manager) for use in an emergency. Please let us know if you have any changes.		
Supporter(s) (a person who is not a Governor)		
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

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**

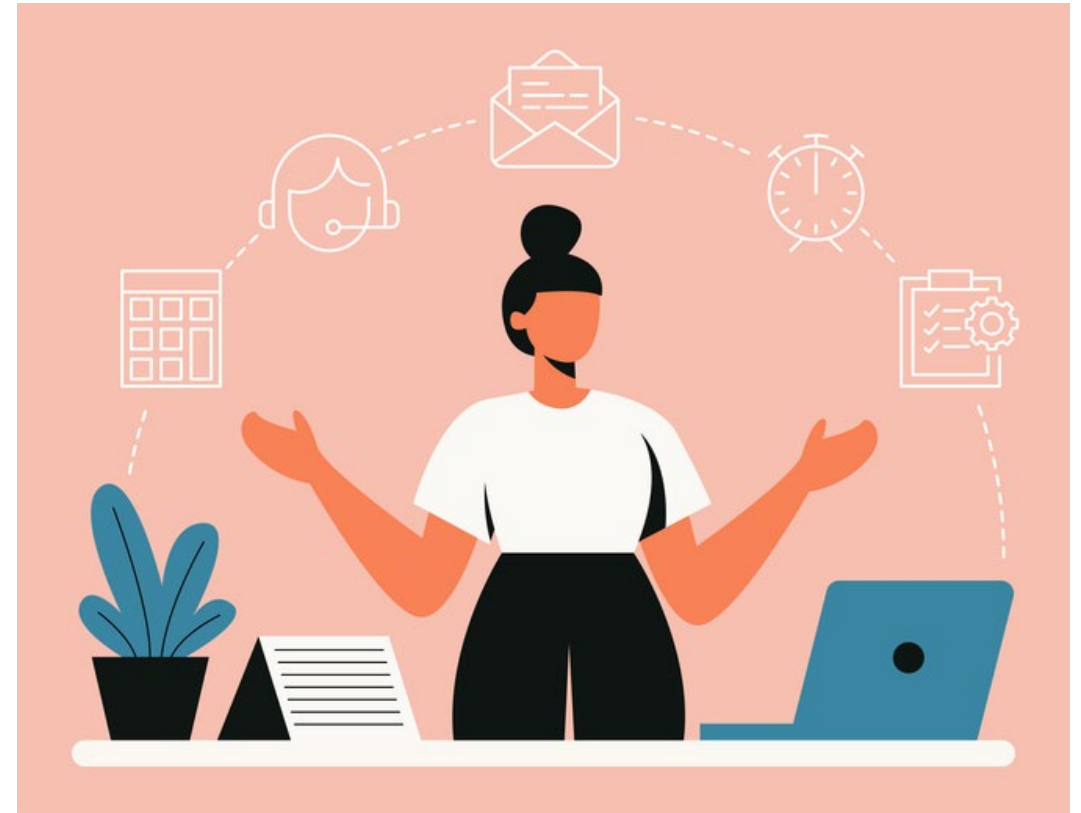
RECONTRACTING: CLIENT AGREEMENTS?

RECONTRACTING Process:

- All clients must **sign a new Client Agreement**
- Distribution begins **September 2025**
- Clients will need to return signed agreement

Agreement delivered via their preferred method:

- Email (preferred)
- Post



Essential to continue receiving services under Support at Home

WHAT IS IN A CLIENT AGREEMENTS?

- 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



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
- Ensure clients have indicated their preference for **email** or **post delivery** (if needed)
- 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)

RIGHTS, CODE of CONDUCT, and COMPLAINTS

- **Statement of Rights:** protects client choice and financial decisions
- **Aged Care Code of Conduct:** sets provider behaviour standards
- **Complaints and Feedback process:** safe, supported, confidential

Useful links for Coordinators and clients:

- Statement of Rights: health.gov.au/our-work/aged-care-act/rights
- Code of Conduct: agedcarequality.gov.au/resources/aged-care-code-conduct
- Complaints: agedcarequality.gov.au/making-complaint



REMEMBER as a Coordinator with Trilogy Care you can register for additional on:

- Code of Conduct
- SIRS
- Strengthened Aged Care Standards and more.

SUPPORTS and TIMELINE:

SUPPORTS:

- Dedicated **Support at Home enquiries line** – 1300 459 190 (Option 9)
- Guidance from **Care Partners** on care planning and budgets
- Resources via **Support at Home Hub**

TIMELINE:

Week starting 25 August:

- Email to Coordinators flagging the information that will be sent to all clients regarding recontacting
- Email to clients outlining the new Client Agreement Process

September 2025:

- recontacting will commence



Supporting Coordinators to deliver high-quality care and navigate change with confidence.

2

MISSED CARE RATES

(previously: Utilisation Rate)

MISSED CARE RATE: WHY

Renewed Focus on Client Care:

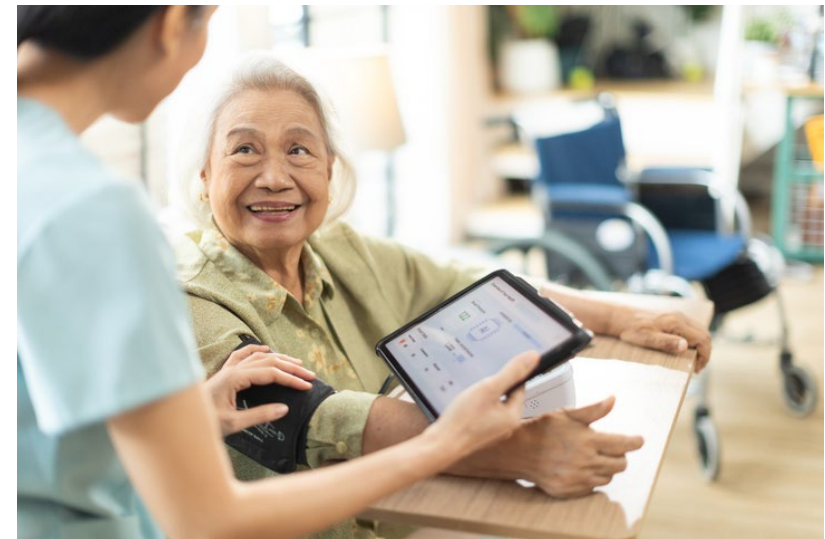
With a renewed focus on client care and service delivery, and with changes coming to how clients can accrue funds, coordinators will need to rethink how services are being delivered to clients.

Key Funding Change:

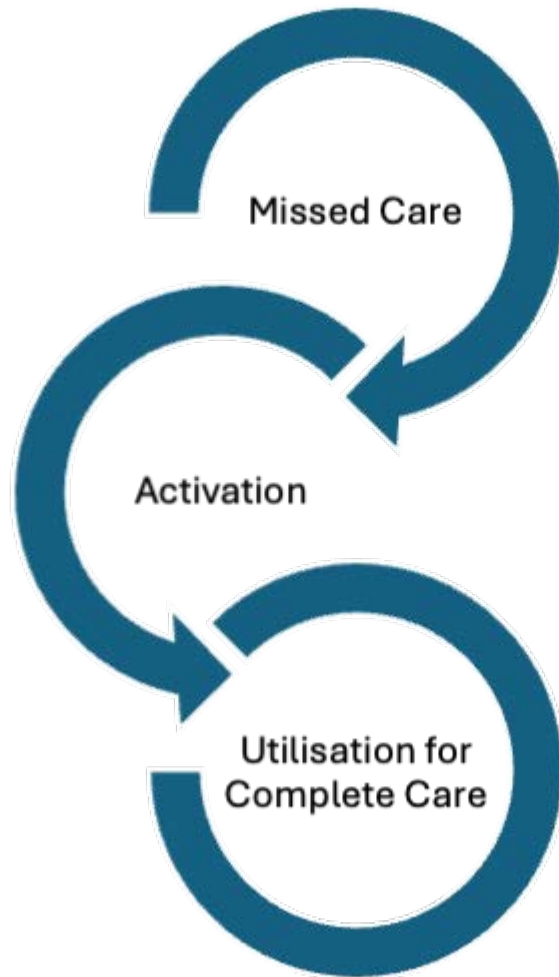
- Clients can roll over \$1,000 OR 10% of unspent funds (whichever is higher)
- If they don't use it, they lose it!
- Coordinator revenue streams are now directly linked to their client missed care rates

Coordinator Revenue Streams Cover:

- Scheduling & rostering
- Staff training & education
- Overheads & admin costs



MISSED CARE RATE: WHAT



Definition: The gap between available government funding and actual service utilisation, representing care opportunities that remain unrealised.

Funding not spent by a care recipient within the quarter

- Key KPI in the **Support at Home** arena
- Coordinators expected to keep Missed Care Rate **below 30%**
- Ensures consistent and appropriate care

"Eliminating Missed Care, Maximising Outcomes"

MISSED CARE RATE: HOW


Supporting Clients Effectively

- Leverage [Premium Suppliers](#) to provide services for discounts and special offers
- Discuss care plans and budgets with care partners each quarter
- Shift from daily accruals → quarterly blocks = planning is crucial!

Tools Available

- Budgeting tool in the portal

[Support at Home Coordinator Calculator](#)

 **Support at Home Coordinator Calculator**
Calculate your Support at Home care coordination revenue

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

Input Parameters ⓘ

\$ Total Funding ⓘ
\$50K \$5M \$10M \$15M \$20M
\$1,000,000

% Coordination Loading ⓘ
15% 20% 25% 30%
20 %

Utilisation Rate ⓘ
65% 75% 85% 95% 100%
95 %

Coordination Loading Revenue ⓘ

Loading / Utilisation	65%	70%	75%	80%	85%	90%	95%	100% Max Capacity
15%	\$60,368	\$74,704	\$80,040	\$85,375	\$90,711	\$96,047	\$101,383	\$106,719
20%	\$88,636	\$95,455	\$102,273	\$109,091	\$115,909	\$122,727	\$129,545	\$136,364
25%	\$106,364	\$114,545	\$122,727	\$130,909	\$139,091	\$147,273	\$155,455	\$163,636
30%	\$122,727	\$132,168	\$141,608	\$151,049	\$160,490	\$169,930	\$179,371	\$188,811

Matrix Logic ⌵

Funding Breakdown ⓘ 11

Financial Component	Amount	% of Total
Total Funding ⓘ	\$1,000,000	100.0%
Care Management ⓘ	\$100,000	10.0%
Utilised Funds ⓘ	\$855,000	85.5%
Trilogy Care Loading ⓘ	\$77,727	7.8%
Coordinator Loading ⓘ	\$129,545	13.0%
Supplier Price ⓘ	\$647,727	64.8%

Calculation Logic ⌵

Total Coordination Revenue ⓘ **\$129,545**

Additional Funding Streams

\$ Assistive Technology ⓘ
Clients 10
\$0 \$3.75K \$7.5K \$11.25K \$15K
\$0

\$ Home Modifications ⓘ
Clients 10
\$0 \$3.75K \$7.5K \$11.25K \$15K
\$0

Funding Stream	Funding Amount	Coordination Loading
Assistive Technology	\$0	\$0
Home Modifications	\$0	\$0
Total Additional	\$0	\$0

Calculation Logic ⌵

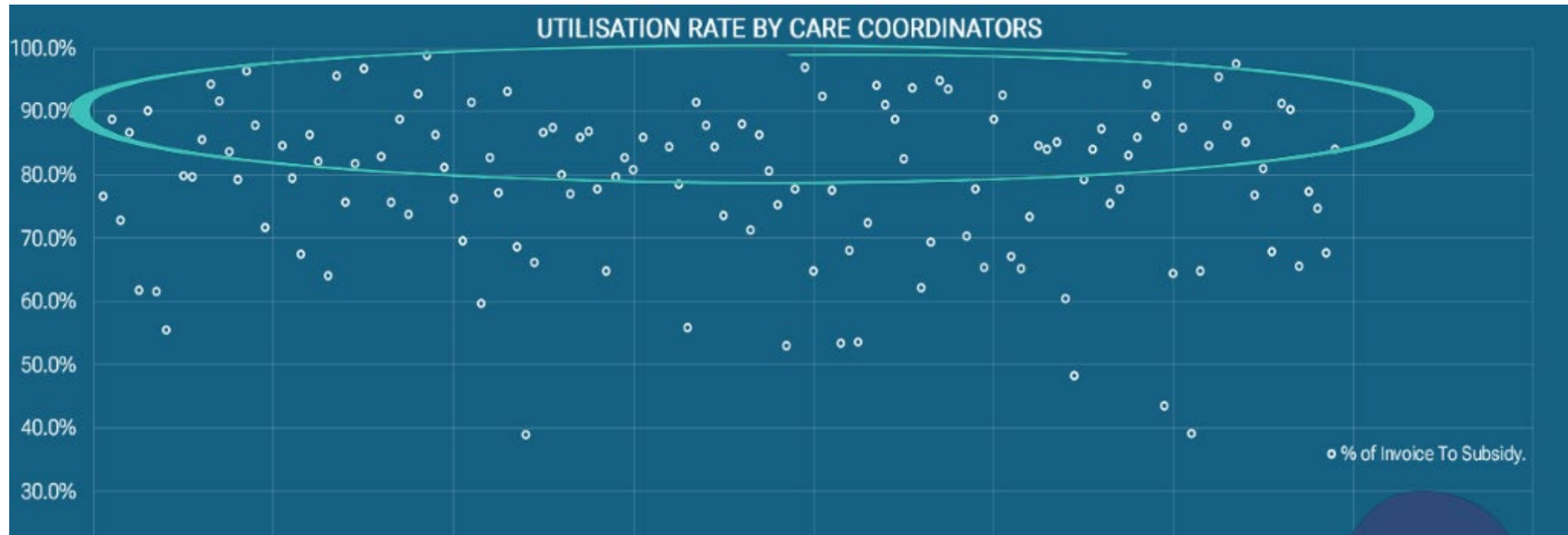
MISSED CARE RATE: WHAT IF

Not sure about your current Missed Care Rate??

Speak with your **Partnership Manager** or **Relationship Manager** for insights into your clients' current Missed Care Rates

Good News

- Many Coordinators already maintain low MCR
- Average MCR: 20%
- With a **20% coordination fee + 20% MCR**, revenue streams for coordinators remain consistent with the current **11% Home Care Package fee**



3

PACKAGE RELEASE READY
2026!

WHAT'S COMING: HOME CARE PACKAGE ROLLOUT

Eighty-three thousand packages are coming. Be ready when your community receives them.

WHAT YOU NEED TO KNOW:

Substantial influx ahead

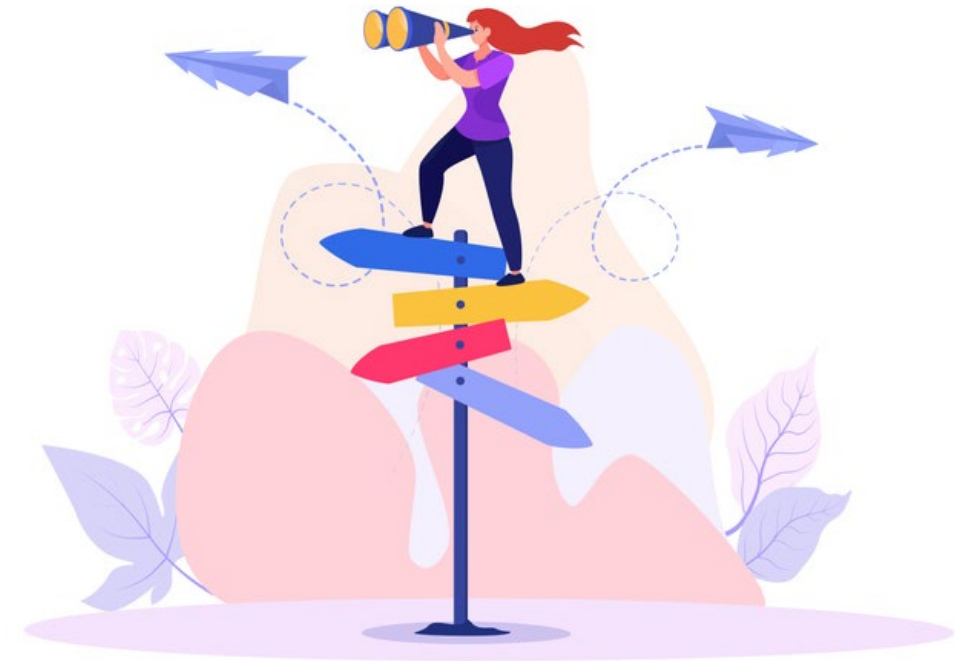
- From **1 November 2025**, the government will begin rolling out **83,000 additional Home Care Packages** under the new *Support at Home* system, a once-in-a-generation release.

High-priority clients prioritised

- More than **2,000 packages** are being released **weekly**, and anyone assessed as **high priority** will **receive their package within one month** of approval.

Reform timeline and delays

- The rollout was delayed from its initial July 2025 start to **1 November**, to allow providers and the system time to prepare for a smoother transition.



ONCE IN A LIFETIME OPPORTUNITY FOR YOU TO ASSIST MORE SENIORS IN YOUR COMMUNITY

More seniors are waiting than ever before. Visibility now means clients tomorrow.

THE OPPORTUNITY FOR YOU AND YOUR COMMUNITY:

Unmatched scale and momentum

- This represents the **largest package release in home care history**, a unique chance to connect with newly eligible clients and assist the individuals that have been waiting

High demand meets fast access

- With over **80,000 seniors currently waiting**, and high-priority clients fast-tracked, visibility now equals growth.

Get set before the surge

- Coordinators who build presence now, through outreach, community connections, or referral networks, will be top-of-mind when approvals flow.



WHAT SHOULD YOU DO NOW TO PREPARE?

Get ready today, act fast when approvals land, and be the trusted coordinator your community needs



1. Increase community visibility

- Step up marketing and local outreach so that when recipients receive approval, your services are their first consideration.

2. Encourage individuals to commence the assessment process

- If you're aware of anyone that needs support at home, support them to start the assessment process now to ensure they don't miss out

3. Have CHSP clients ready

- Talk to your CHSP clients. If CHSP is not enough support, encourage reassessment for a Home Care Package
- If they're currently receiving CHSP and are approved for an HCP, reach out and remain in contact

WHAT SHOULD YOU DO NOW TO PREPARE?

Get ready today, act fast when approvals land, and be the trusted coordinator your community needs

4. Have pre-approved clients ready - act immediately on approval

Ensure your clients that are 'approved' for a package are aware of the incoming allocations of packages.

As soon as clients are approved, ensure they reach out promptly.

5. Collaborate and align

Work closely with your Partnership and Relationship Managers to keep messaging clear, timely, and client-focused.

We're here to support you to ensure we can assist more older Australian remain at home, independent, for longer.



4

TAKEAWAYS

KEY MESSAGES:

Client Agreements:

- Support clients understand the changes and expectations under Support at Home.
- Ensure signed agreements are returned to Trilogy Care within the set timeline.

Missed Care Rate: (MCR)

- Preparation and execution of care plans is key to minimising MCR
- unsure on your current MCR, reach out to your Partnership Manager or Relationship Manager

2026 Ready:

- Prepare for the influx of 80k HCP allocations
- Work with your Partnership/ Relationship Manager to increase community visibility
- Contact your pre-assessment clients and stay in touch with your approved & CHSP clients.

IMPORTANT TO KNOW:

- Keep an eye on your emails, you will receive an email that has attached communications that is being sent to clients and providers.
- Recontacting for our Coordinators will commence in September
- Remember to reach out to your Partnership/ Relationship Manager if you have any questions.



5

UPDATES and FEEDBACK

UPDATES



SUPPORT AT HOME:

- The program will now commence on **1 November 2025**
- Next Webinar: **Tuesday 30 September**, so keep an eye on your inbox for invites.
- We want to hear from you! Use the link below to **submit your questions** and stay engaged

[Submit your Support At Home questions here!](#)

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](#)

FOLLOW UP

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

[August 2025 Information Session Feedback](#)



SEPTEMBER INFORMATION SESSION: TBC

Support At Home

TUESDAY 30 September

12pm – 1pm



Tiffany Whitelaw

Partnership Liaison Manager

07 2111 3410 | 1300 459 190

tiffanyw@trilogycare.com.au



Trilogy Care