

# MARCH INFORMATION SESSION



**SNEAK PEEK:**  
*New and Improved  
Coordinator Resource Page!*

**Presented by:** Tiffany Whitelaw - Partnership Liaison Manager  
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*Note: The information in this PowerPoint is true and accurate at time of presentation (26/3/25) and is subject to change.*

# SESSION OVERVIEW:



## TOPICS TO BE COVERED:

- Trilogy Care Marketing Team – Introduction
- New Coordinator Resource Page - What to expect
- March updates

## KEY TAKEAWAYS FOR CARE COORDINATORS:

- Gain an insight into how to navigate the NEW Resource Page

## 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. [Our MARKETING TEAM](#)
2. [NEW COORDINATOR RESOURCE PAGE](#)
  - [Supplement application forms](#)
  - [Coordinator partner resources](#)
  - [Forms](#)
  - [Navigation Tips](#)
3. [UPDATES and REMINDERS](#)
4. [Feedback](#)

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# THE MARKETING TEAM

# MARKETING

Our Marketing team specialises in marketing, design, communications, and events.

## WHAT WE DO:

- **Create awareness**  
We promote our brand, ensuring it is recognised and valued.
- **Build understanding**  
We communicate our services and value proposition, demonstrating why Trilogy Care is a great choice.
- **Generate enquiries**  
We drive enquiry from prospective care recipients, for sales team to nurture.



# HOW WE ACHIEVE SUCCESS

## Maintain brand consistency

All creative and messaging reflects Trilogy Care's tone and identity.

## Manage digital presence

From website and blogs to emails and social media, we keep online platforms updated and engaging.

## Run marketing campaigns

We create marketing campaigns across platforms like Google and Facebook.

## Oversee social media

We manage our social media presence to connect current and new audiences.

## Run events

We organise events, including expos and roadshows, to promote Trilogy Care.

## Develop marketing materials

Flyers, fact sheets, guidebooks and other resources.





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## YOUR NEW COORDINATOR RESOURCE PAGE

Time to take a look...



# WHY WE CHANGED...

## IMPROVED USABILITY:

The previous resource page had become difficult to navigate, with outdated links and hard-to-find documents. We updated it to create a more streamlined and user-friendly experience.

## REFLECT CURRENT NEEDS

As Coordinator roles and responsibilities have evolved, so too must our resources. The updated page reflects the most current practices, tools, and expectations.

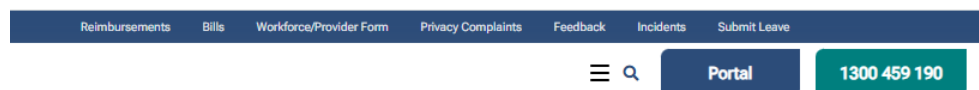
## ENHANCED ACCESSIBILITY

We wanted to ensure that all Coordinators—whether new or experienced—can easily access the materials they need anytime, from any device. The new design supports better accessibility and clarity.



# WHAT HAS CHANGED...

## CURRENT



### Coordinated Consumer Resources



#### Onboarding questionnaire

The onboarding questionnaire is the form required to onboard new consumers or transferring consumers to receive services from Trilogy Care.

CLICK HERE



#### Care plan budget tool

The care plan budget tool will assist coordinators in managing the frequency and costs of managed consumers services. By budgeting their services through their annual Home Care Package funds.

CLICK HERE



#### Marketing tools

Marketing tools to promote your services.

CLICK HERE



#### Package upgrades

Package upgrade requests assist coordinators and care partners prepare for a clients extra funding, and assist them in updating the care plan, budget, and home care agreement.

## UPDATED

All your required materials are now organised into three easy-to-navigate folders.

## NEW



### Coordinator resources



#### Supplement application forms

Access supplement application forms to help your care recipients receive additional funding

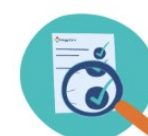
SEE MORE



#### Coordinator partner resources

Resources, guides, training and marketing assets

SEE MORE



#### Forms

Access forms to assist your care recipients and improve their care

SEE MORE

My Aged Care resources

New to Trilogy Care

Existing Trilogy Care recipients

More Links



Time to unpack

# SUPPLEMENT APPLICATION FORMS



## Supplement application forms

Access supplement application forms to help your care recipients receive additional funding

SEE MORE

### NEW:

This section includes all the necessary forms you'll need to apply for supplements. You can easily return to the main Coordinator Resource Page by clicking the “**Back to Coordinator Resources**” button located just below the heading.



### Supplement Application Forms

[← Back to Coordinator Resources](#)

Dementia & Cognition Form	Dementia and cognition supplement form	<a href="#">VIEW</a>
Oxygen And Enteral Feeding Form	Oxygen and enteral feeding supplement form	<a href="#">VIEW</a>

# COORDINATOR PARTNER RESOURCES:



## Coordinator partner resources

Resources, guides,  
training and marketing  
assets

SEE MORE



## Coordination partner resources

[← Back to Coordinator Resources](#)

Consumer Fact Sheets	Fact sheets to provide to your care recipients	SEE MORE
Coordination Fact Sheets	Informative resources for care coordinators	SEE MORE
Marketing Resources	Guides and assets to help market your business	SEE MORE
Compliance Resources	Information required to remain compliant with Trilogy Care's procedures	SEE MORE
Monthly Coordinator Information Sessions	Access to previous monthly information sessions	SEE MORE
Monthly Coordination Updates	Access to previous coordination updates	SEE MORE
Home Care Academy	Home care training resources	SEE MORE
Premium Business Service Providers	Access to premium supplier offers	SEE MORE

# COORDINATOR PARTNER RESOURCES:

## Consumer Fact Sheets

Coordination partner resources

[← Back to Coordinator Resources](#)

Consumer Fact Sheets

Fact sheets to provide to your care recipients

SEE MORE




Understanding Home Care Packages	Information for your care recipients about aged care options, My Aged Care, and the assessment process	VIEW
Home Care Package Providers	Information about Home Care Package providers	VIEW
Income Tested Fee FAQ	Information regarding the Income Tested Fee	VIEW
Switching Providers	Information for care recipients about how to switch provider	VIEW
Home Care Packages Vs CHSP	Explanation on the difference between HCPs and the CHSP	VIEW
Applying For A Home Care Package	Guides for applying for a Home Care Package	VIEW

### THIS SECTION:

This section is packed with helpful information to support both prospective and active Care Recipients. Trilogy Care will continue to expand and update these resources to ensure they meet evolving needs.

### PREVIOUSLY:

Marketing tools

Marketing tools to promote your services.

CLICK HERE

# COORDINATOR PARTNER RESOURCES:

## Coordinator Fact Sheets

Coordination partner resources

[← Back to Coordinator Resources](#)

Coordination Fact  
Sheets

Informative resources for care coordinators

SEE MORE



Coordination Fee  
Calculation

A tool for determining what fees a care recipient will pay

VIEW

Leave Request FAQ

Information regarding Leave

VIEW

Allied Health Referral  
Guide

Information on accessing allied health services

VIEW

### THIS SECTION:

This section offers fact sheets for coordinators, including FAQs. If you have ideas for additional fact sheets that could support your work, don't hesitate to reach out to your Partnership or Relationship Manager—we'd love your input!

# COORDINATOR PARTNER RESOURCES:

## Marketing Resources

Coordination partner resources

[← Back to Coordinator Resources](#)

Marketing Resources

Guides and assets to help market your business

SEE MORE



Email Banner	A partnership email banner	<a href="#">VIEW</a>
Email Signature	A partnership email signature	<a href="#">VIEW</a>
Social Media Tile1	A partnership image for social media use	<a href="#">VIEW</a>
Social Media Tile2	A partnership image for social media use	<a href="#">VIEW</a>
In Partnership With Trilogy Care Copy And Guide	Guide on how to use approved Trilogy Care copy	<a href="#">VIEW</a>
In Partnership With Trilogy Care Email Signature	A partnership email signature	<a href="#">VIEW</a>
How To Guide - Load Email Signature	A guide on how to use the email signature	<a href="#">VIEW</a>
Care Log Book	A copy of the care log book	<a href="#">VIEW</a>
Understanding Care Options	A copy of the Understanding Care Options guidebook	<a href="#">VIEW</a>
Trilogy Care Brochure	Trilogy Care marketing brochure	<a href="#">VIEW</a>
Marketing Support Manual	A full manual on how to use the provided marketing support resources	<a href="#">VIEW</a>

### NEW SECTION: Business to Business (B2B) materials

This section contains marketing resources designed to support your outreach to external partners and businesses. If you need guidance or assistance using these materials, please contact your Partnership or Relationship Manager for support.



# COORDINATOR PARTNER RESOURCES:

## Compliance & Premium Suppliers

### Coordination partner resources

[← Back to Coordinator Resources](#)

#### Compliance Resources

Information required to remain compliant with Trilogy Care's procedures

SEE MORE



#### Supplier Compliance Requirements

Compliance requirements

VIEW

#### Premium Business Service Providers

Access to premium supplier offers

SEE MORE



### Our Premium Suppliers

#### *Collaborative connections for business success*

Trilogy Care partners with organisations nationwide to deliver flexible and cost-effective Home Care Package services. Our approach is rooted in a deep commitment to supporting older Australians to stay at home and remain connected to their communities.

As part of this commitment, below we have listed trusted suppliers who offer a wide range of services and products to help you meet your clients' needs and contribute to the growth and success of your business.



Previously:

QUALIFICATIONS  
BREAKDOWN

NEW LINK:

Your updated resource page makes it easy to find information on qualification breakdowns, along with a quick link to our Premium Partners for added convenience.

# COORDINATOR PARTNER RESOURCES: TRAINING and UPDATES

## Coordination partner resources

[← Back to Coordinator Resources](#)



Monthly Coordinator Information Sessions	Access to previous monthly information sessions	SEE MORE
Monthly Coordination Updates	Access to previous coordination updates	SEE MORE
Home Care Academy	Home care training resources	SEE MORE

## NEW SECTIONS: Training and Updates

These sections provide quick access to monthly updates, training sessions, and a direct link to the Home Care Academy. Be sure to check back regularly so you stay up to date and don't miss any important information.

NEW

# FORMS



## Forms

Access forms to assist  
your care recipients and  
improve their care

SEE MORE



## FORMS:

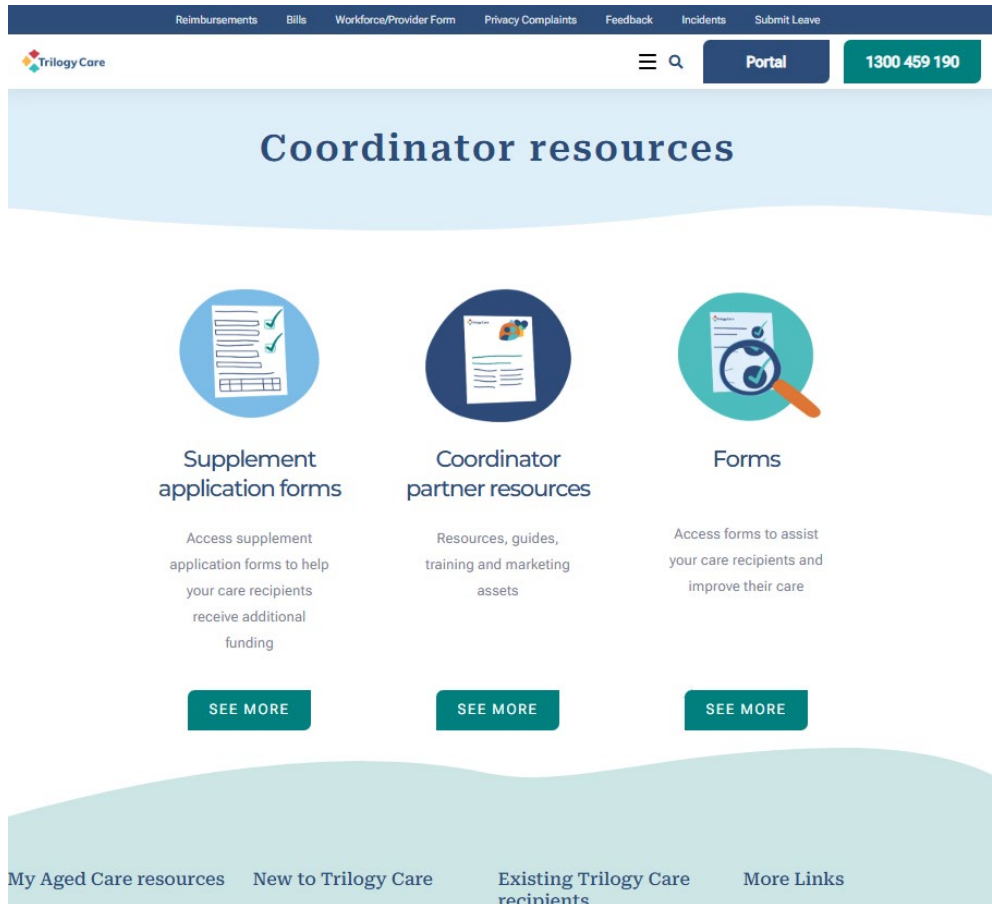
This section brings together all the essential links for your day-to-day forms—from onboarding to submitting leave and incident reports. Previously, these were scattered across different areas, but now they're all in one convenient place.

### Coordinator forms

[← Back to Coordinator Resources](#)

New Care Recipient Onboarding Questionnaire	Onboarding questionnaire	<a href="#">VIEW</a>
Incident Reporting Form	Form for correctly reporting incidents	<a href="#">VIEW</a>
Care Plan Budget Tool	Budgeting tool for care plans	<a href="#">VIEW</a>
Package Level Upgrade Request Form	Form for requesting a Package upgrade	<a href="#">VIEW</a>
Leave Form	Applying for leave	<a href="#">VIEW</a>

# KEY NAVIGATION TIPS...



## ACCESSING LINKS:

You can open links by clicking on the section headings, or by selecting **"See More"** or **"View"** where available.

## RETURNING TO THE HOME PAGE:

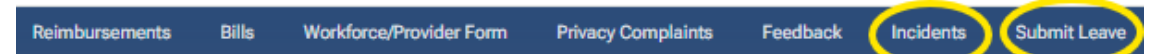
Navigate back to the main page using the back arrow on your web browser, or by clicking the **"Back to Coordinator Resource"** button

[← Back to Coordinator Resources](#)

## INCIDENT AND LEAVE FORMS:

These forms are now accessible in two convenient locations:

1. Under the **"Forms"** section on the home page
2. In the **top ribbon menu**



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## UPDATES and REMINDERS

# UPDATES/ REMINDERS

## PORTAL ACCESS and PRIVACY



- Coordinators **MUST NOT** share login details under any circumstances.
- In line with the **Aged Care Standards – Standard 1**: consumer privacy and confidentiality must be always protected.
- **Only registered Coordinators** with a current police check are permitted portal access.
- **Support Workers are not permitted** to access the portal or any private consumer information.
- **Managers are responsible** for removing former coordination staff from the portal promptly.


Remember to visit the [Portal Knowledge Base](#) for support and updates to the Portal

# Budget Updates on The Portal

Search packages...

Stage In Active Negative Cash Balance Only Is False

Care Recipient	Care Option	
Test Lee MG-123456	Self Managed PLUS	<a href="#">View</a> <a href="#">+ Add Budget</a>
Tiffany Xu VC-123456	Self Managed PLUS	<a href="#">View</a> <a href="#">+ Add Budget</a>

When you press submit, you can see your request by :  
Click 'view'  Budget and you will see the request waiting for approval

Package Details

Overview Needs 6 Budget 3 Notes 2 Bills Statements Claim History Transactions

Funding and budget summary  
Please check the list of [requirements](#) before creating a Budget

[+ ADD BUDGET](#)

Budgets awaiting approval (4)

 New budget submission was made by Tiffany CC  
Feb, 21 2025 01:32 PM

Propose New Budget

Approval by Care Management required

Care Recipient/Client

Test Lee  
MG-123456 Active

Budget Details \* All fields are required

**INCLUDE: Service Type & Task**  
EG:  
Social Support- Shopping

Service Type  
Social Support

Units Rate Total  
- 1.50 + - \$60.00 + \$90.00

Frequency  
Fortnightly


Start Date 30/04/2025 End Date(optional) dd/mm/yyyy

☒ Care recipient has consented to this service

[CANCEL](#) [SUBMIT](#)

EXAMPLE

OPTIONAL

 An email is sent to the coordinator who submitted the request, informing them of the approval or rejection.

**REMEMBER: DO NOT ACTION** until you receive confirmation from Trilogy Care.



# STAY CONNECTED



## SUPPORT AT HOME:

Remember to register for our first webinar on  
MONDAY 31<sup>st</sup> March at 2pm AEST

[Register Here To Attend- Completed](#)

## THE PORTAL: Have your say...

Your insights help shape the future of the Trilogy  
Care Portal, guiding what we build next to better  
support *you*.

[Portal Feedback Survey](#)

# TRILOGY CARE ROAD SHOW

## WE'RE ON THE ROAD!

Trilogy Care is touring Australia's East Coast in 2025, connecting with local communities and providing advice on navigating in-home care options and understanding Home Care Packages. We would appreciate you promoting the Roadshow and spreading the word about our services. Let's work together to empower more people to take control of their care options!

## YOU CAN SUPPORT BY...

Sharing the Registration Link with prospective Care Recipients:

[Road Show Registration link](#)

Advertise the Road Show via a Facebook post:

[Facebook link](#)

Post on your LinkedIn:

[Linkedin link](#)

## ANY QUESTIONS...

For more details around the event, and if you would like to get involved, please contact your Partnership or Relationship Manager—they're here to help.

*Together, we make a difference!*



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FEEDBACK

# FOLLOW UP

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

[MARCH Information Session Feedback](#)



**APRIL INFORMATION SESSION:**

**Wednesday 30<sup>th</sup> April 2025**

**SUPPORT AT HOME: Webinar:**

**Monday 31st March 2025 at 2pm AEST**

**REGISTER TO ATTEND- Expired Link**

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



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