Welcome partners!



Support at Home with







SaH Latest updates

- Service agreements
- Budget & funding
- Support plan reviews
- Accrued funds
- End of Life & Restorative Care
- CHSP









Funding



Funding changes

- From four levels to eight classifications
- Two short-term care pathways restorative and end-of-life
- Separate AT/HM funding streams

Existing Home Care Packages							
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					

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

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	\$77,709.00					
0-30% Coordination Fee Applies						

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 funding pathways



Client Contributions



Co-contribution Questions

Who determines a client's status?

Services Australia assesses assets and income to determine and apply the correct contribution tier

Full Pensioners automatically eligible for lowest contributions



How are they determined and collected?

A percentage of the price for each service type, excluding Clinical Supports. The rate depends on the means assessment outcome and participant type.

Trilogy Care collects the co-contribution directly from the client.



What rate do they apply to?

Clients contribute towards the total price submitted to SA, equal to the supplier price plus all fees representing the full cost of service delivery



Service Types & Contributions

Grandfathered Clients

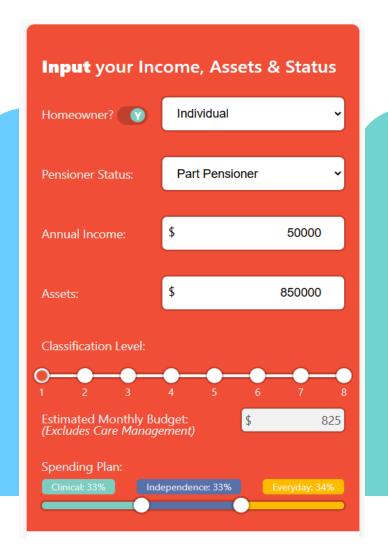
Category	Service Type	Full Pensioner Contribution	Part Pensioner and Commonwealth Seniors Health Card Holder Contribution	Self-Funded Retiree Contribution	
	Allied Health and Other Therapeutic Services				
	Nursing Care				
Clinical Care	Nutrition		0	%	
	Care Management				
	Restorative Care Management				
	Personal Care		00/ 050/		
	Social Support and Community Engagement		0% - 25% (based on income and		
In demandence	Therapeutic Services for Independent Living	0%	asset assessment)		
Independence Services	Respite				
	Transport		For part pensioners, this will be based on their Age	25%	
	Assistive Technology and Home Modifications (AT-HM)		Pension means assessment.		
	Meals		Commonwealth Seniors		
Everyday Living Services	Domestic Assistance		Card Holders will undergo		
20171000	Home Maintenance and Repairs		a separate assessment.		

Service Types & Contributions

Hybrid and New Clients

Category	Service Type	Full Pensioner Contribution	Part Pensioner and Commonwealth Seniors Health Card Holder Contribution	Self-Funded Retiree Contribution	
	Allied Health and Other Therapeutic Services				
	Nursing Care				
Clinical Care	Nutrition	0%	0%	0%	
	Care Management				
	Restorative Care Management				
	Personal Care			50%	
	Social Support and Community Engagement				
Independence	Therapeutic Services for Independent Living		5% to 50% depending		
Services	Respite	5%	on income and assets		
	Transport				
	Assistive Tech and Home Modifications (AT-HM)				
	Meals		17.5% to 80%		
Everyday Living Services	Domestic Assistance	17.5%	depending on income	80%	
20111000	Home Maintenance and Repairs		and assets		

Contribution Calculators







Fees & Utilisation



All applicable fees

Care Management Fee

Claimable from a capped 10% funding pool.
No longer guaranteed, requiring providers to deliver, document, and justify meaningful, regular care on a per-client basis.



Coordination Fee

Tiered 0-30% fee added to supplier cost to cover all coordination activities

ie. Scheduling, rostering, training, overheads and administrative costs

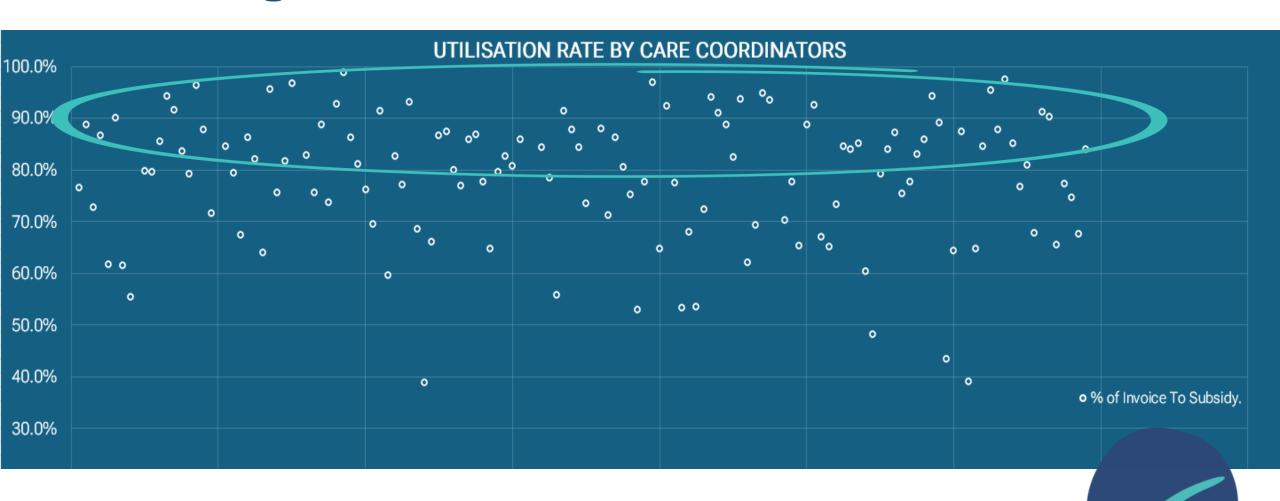


Trilogy Care Fee

10% loading applied to coordinated supplier rates to cover Trilogy administrative costs, including contribution collection, payment reconciliation, and nonpayment risk supporting uninterrupted service delivery and system sustainability.



Funding utilisation



Coordination Revenue Calculator

SaH Model				
Total funding	\$35,000			
Coordination Fee	20%			
Utilisation Rate	80%			
11% HCP model revenue	\$3,850			



Pov	enue				Utilisati	on Rate			
1160	enue	65%	70%	75%	80%	85%	90%	95%	100%
%	20%	\$3,102	\$3,341	\$3,580	\$3,818	\$4,057	\$4,295	\$4,534	\$4,773
Fee 9	25%	\$3,723	\$4,009	\$4,295	\$4,582	\$4,868	\$5,155	\$5,441	\$5,727
ш	30%	\$4,295	\$4,626	\$4,956	\$5,287	\$5,617	\$5,948	\$6,278	\$6,608

Provider Down Calc				
Total funding	\$35,000			
10% Care Management	\$31,500			
Utilised funding	\$25,200			
10% Trilogy Fee	\$22,909			
Coordination fee	\$19,091			
Coordinator Revenue	\$3,818			

Client Up Calc					
Delivered Services	\$19,091				
Coordination Fee	\$22,909				
10% Trilogy Fee	\$25,200				
Add unutilised funding	\$31,500				
10% Care Management	\$35,000				
Coordinator Revenue	\$3,818				



Trilogy Portal



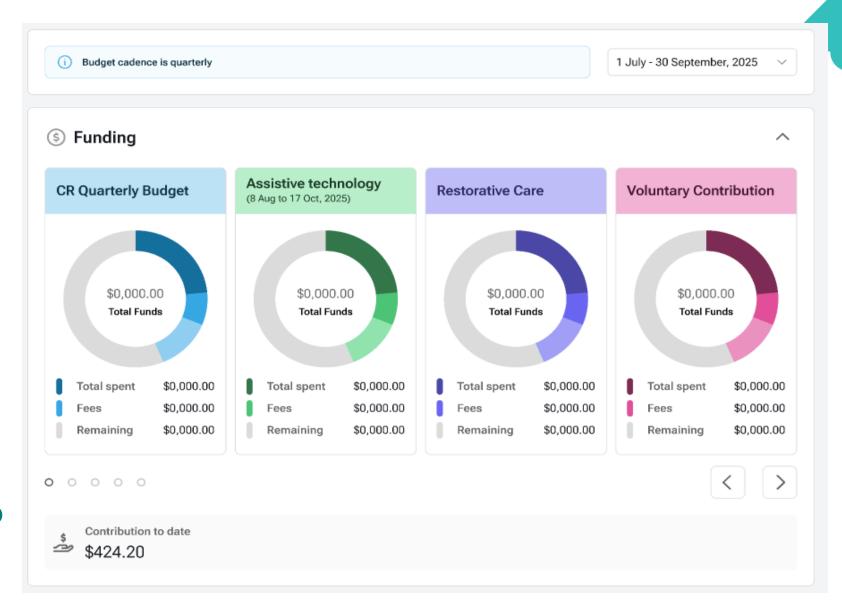
Funding



Funding Stream:

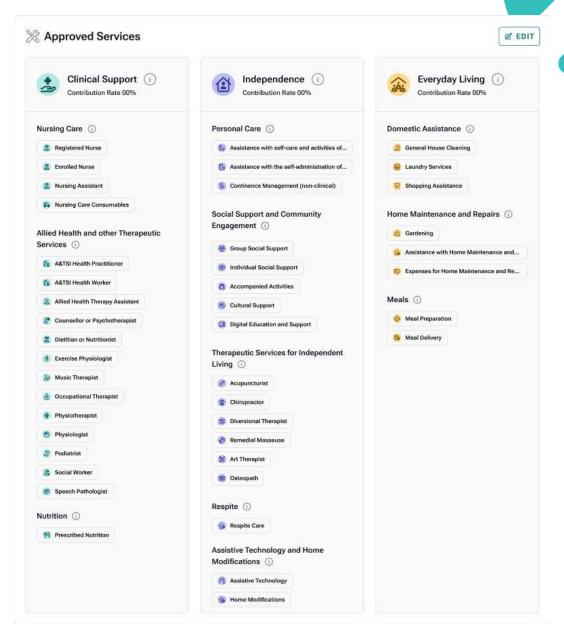
- Money IN/Available
- O How do they expire...
- 60 Days Limit (Cannot Pay Invoices)
- HCP Unspent Funds
- VoluntaryContributions'

Funding Streams have a 'balance'. Budget Items do not have a balance... and can be exceeded. (120%)



Service List + SA API

- A defined service list is identified with SA API.
- They must be assessed as needing the service
 - documented in their notice of decision and accompanying support plan
- The Support at Home service list has 3 Co-Contribution Categories (Tier 1)
 - Clinical,
 - Independence
 - Everyday living
- Within each Co-Contribution Categories are Service Categories (Tier 2)
 - Domestic Assistance
 - Personal Care
 - Nursing etc.
- Within each Service Category are Services (Tier 3)
 - General House Cleaning
 - Laundry



Budget



Budget v1

- Budget Item expresses 'Multiple Tier 3'
 - Cleaning AND Laundry
 - Physio THEN Podiatry
- One Supplier To Item
 - If the same service was made, would clone and split for separation of concern.
- Can be exceeded
 - Notifications sent to Provider and/or recipient.
 - Notifications / Reports generated for Coord/CM
- Uses Multiple Streams in order.
 - Uses funds that expire first...
 - E.g. Unspent Funds / VC used last.
 - o Rules required by SA.
 - o (use Unspent before Equipment etc)



Everyday Living

\$132.00 of \$2,000

Services



Domestic Assistance

\$132.00 of \$1,320.00

General House Cleaning, Laundry Services, Shopping Assistance

10% spent

\$132.00 of \$1,320.00





Supplier Name Pty Ltd | ABN 872672615

Description

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 laboris nisi ut aliquip ex ea commodo consequat. Show more

Start date

End date

00/00/2025

00/00/2025

Funding stream

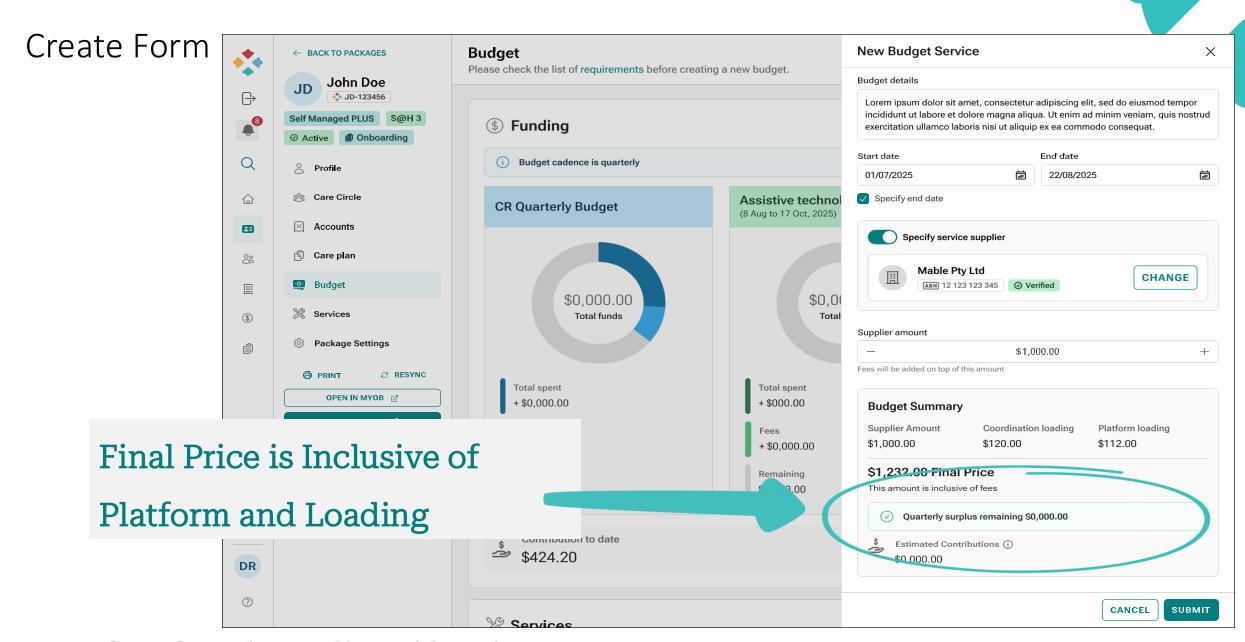
Support at Home Classification level 3

\$100.00

Unspent Funds

\$32.00

Last updated 12 July, 2025 by Jessica Kelly

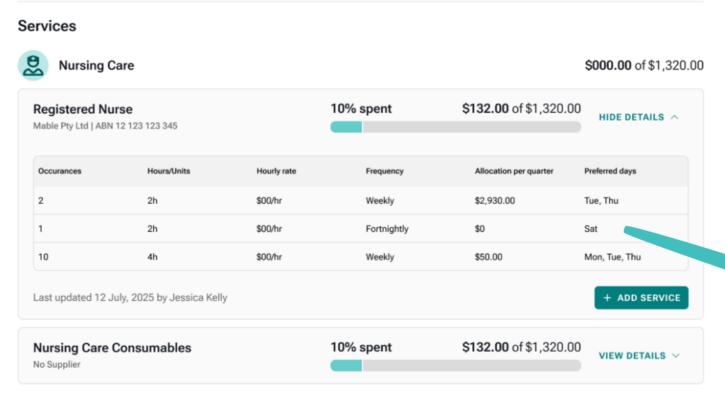


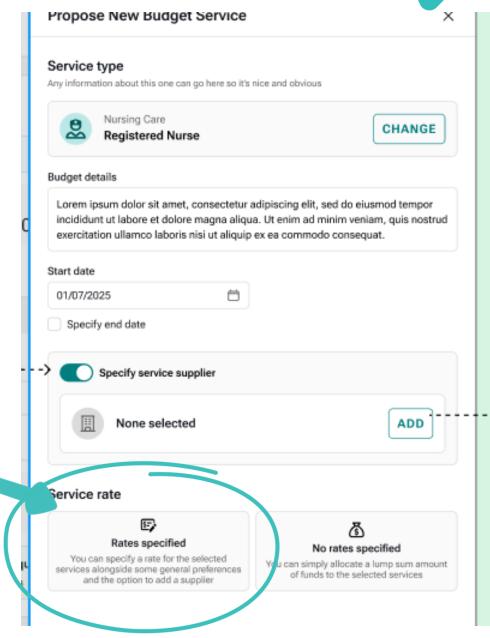
Not for further distribution

Budget Rate Cards – v2

Building Budgets using Multiple Rate Cards. Bottom up vs Top down approach.

Clinical Support \$00,000





Spending Notification / Pacing check

Business rules

- Quarterly thresholds (based on calendar days since quarter start date)
 - Month 1 (Day 20-30) fire at ≥ 50%.
 - Month 2 (Day 1-60) fire at ≥ 75%
 - Part of Month 3 (Day 1-80) fire at ≥ 90%
 - Less than Month 3 fire at ≥ 100%
 - Any time hold invoice + alert only (no email to CR) at ≥ 120%

Statement



SAH Gov Version - May





Support at Home monthly statement

Statement provided to:

Mrs Jane Smith 13 Sample Street Sampletown SA 5000 Australia

Client Name: My Aged Care ID No: Provider ID: Location:

Mrs Jane Smith AC12345 67890 Sampletown SA

This is not an invoice - no payment is required.

This is a statement only. Please refer to the following pages for information relating to services that you have received in the current calendar month. This statement should include all services you received in the calendar month. Please review this statement and discuss any concerns with your provider.

You will receive a separate invoice relating to payment of participant contributions.

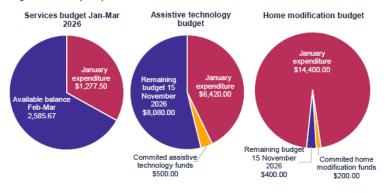
Please contact us if you have any questions regarding your statement.

Call: 1800 123 456 Monday to Friday - 8:30am - 5:00pm

Email: information@homecare.com.au

Financial summary January 2026

Financial summary of monthly spending and remaining budgets across Support at Home funding streams. Note the total budgets are reduced by monthly expenditure, which includes both government and participant contributions.



Trilogy Version – July 1



Trilogy Care. Level 3/2 King St. Brisbane, QLD, 4006. ABN#: 44604915200

146 Carlton Parade

Carlton, NSW, 2218

John Smith

Scan the code with your phone to access this statement online

July 2025

John Smith 12345678 My Aged Care ID: Trilogy Provider ID: 87654321

Monthly statement

Quarterly funding summary

	Funding	Spent	Remaining
Support at Home quarterly budget			
Level 6 Classification	\$0000.00	\$000.00	\$0000.00
Supplements	\$0000.00	\$000.00	\$0000.00
Care managment 10%	\$0000.00	\$000.00	\$0000.00
Rollover from previous quarter Rollover capped at \$1,000 or 10% of previous quarter's budget, whichever is greater.	\$0000.00	\$000.00	\$0000.00
Total	\$0000.00	\$000.00	\$0000.00
Other funding streams			
Restorative care pathway (1 Dec 25 - 1 Feb 26)	\$0000.00	\$000.00	\$0000.00
Assistive technology (1 Dec 25 - 1 Feb 26)	\$0000.00	\$000.00	\$0000.00
HCP unspent funds	\$0000.00	\$000.00	\$0000.00
Voluntary contributions (We use this last)	\$0000.00	\$000.00	\$0000.00
Total	\$0000.00	\$000.00	\$0000.00
Total quarterly	\$0000.00	\$000.00	\$0000.00
This is not an invo	ico – no nou	mant la raquir	a.d

You will receive a separate invoice relating to payment of participant contributions. Please contact us if you have any questions regarding your statement.



https://trilogycare.com.au/ Monday to Friday - 8:30am - 5:00pm

Phone: 1300 459 190

Monday to Friday - 8:30am - 5:00pm

accounts@trilogycare.com.au

Page 1 of 3

Monthly statement Trilogy Care 1300 459 190 | www.trilogycare.com.au July 2025 Quarterly budget summary Your contribution rate is 17.5% Everyday Living Remaining Gov pays You pay Domestic Assistance DA123 Laundry, Cleaning \$000.00 \$000.00 \$00.00 \$000,00 DA123 General House Cleaning \$000.00 \$000.00 \$00.00 \$000.00 Shopping Assistance \$000.00 \$000.00 \$00.00 \$000.00 Meal preparation and DA123 \$000.00 \$00.00 \$000.00 Total S000 00 \$000.00 \$00.00 \$000.00 Your contribution rate is 5% Independence Remaining Gov pays You pay Personal care Assistance with selfcare and \$000.00 \$00.00 \$000.00 activities of daily living PC223 Continence management \$000.00 \$000.00 \$00.00 \$000.00 \$000.00 \$000.00 \$000.00 No contribution required Clinical Care Remaining Gov pays You pay **Nursing Care** NC123 Registered nurse \$000.00 \$00.00 \$000.00 NC223 Physiotherapist \$000.00 \$000.00 \$00.00 \$000.00 Total \$000.00 \$000.00 \$00.00 \$000.00 Total quarterly budget \$000.00 \$000.00 \$00.00 \$000.00

Budget Transactions



Monthly statement July 2025

Detailed transactions 01 July - 31 July 2025

Support at Home

Date	Service Provider	Service	Budget	Invoice Ref	Hours or Units	Rate or Unit Cost	Total Charged
Sun, 1 Jan	Jims Laundry	In-home visit and Support Coordination A support worker for 2 hours	DA123	123456789	2	\$45	\$000.00
Sun, 1 Jan	Mable	Cleaning	DA223	123456789	1	\$35	\$000.00
Sun, 1 Jan	Mable	Meals and delivery	DA323	123456789	2	\$35	\$000.00
Sun, 1 Jan	Mable	Meals	M123	123456789	2	\$35	\$000.00

Total \$000.00

Assistive technology

Date	Service Provider	Service	Budget	Invoice Ref	Hours or Units	Rate or Unit Cost	Total Charged
Sun, 1 Jan	Mable	Assistive technology	AS123	123456789	2	\$45	\$000.00
Sun, 1 Jan	Mable	Assistive technology	AS123	123456789	1	\$35	\$000.00
Sun, 1 Jan	Mable	Assistive technology	AS123	123456789	2	\$35	\$000.00
Sun, 1 Jan	Mable	Assistive technology	AS123	123456789	2	\$35	\$000.00
						Total	\$000.00

Total charged for 01 July - 31 July 2025 \$000.00

Contribution Balance



Monthly statement July 2025

Participant contribution invoices

Current invoices 01 July - 31 July 2025 - 058439 - DUE 2332/23/2323

	Spent	You Pay	Customer Ref Nbr	Amount Due	Paid Date
Independence	\$500	50%	\$250	\$000.00	Awaiting payment
18 Jul 2025	18 Jul 2025	Everyday Living	VC 12/05/2025	\$000.00	Awaiting payment
15 Jul 2025	15 Jul 2025	Clinical (0%)	ITF2503ZAGPAO 3511	\$000.00	18 Jul 2025
			Total	\$000.00	

Unpaid invoices before 01 July 2025

Invoice No	Invoice Date	Due Date	Description / Iten	n Customer Ref Nb	r Amount Due	Paid Date
058439	15 May 2025	15 Jun 2025	Income Tested Fee Payable	ITF2503ZAGPAO 3511	\$000.00	42 Days Old
058439	18 May 2025	18 Jun 2025	Voluntary Contribution	VC 12/05/2025	\$000.00	70 Days Overdue
058439	15 May 2025	15 Jun 2025	Income Tested Fee Payable	ITF2503ZAGPAO 3511	\$000.00	Awaiting payment
058439	18 May 2025	18 Jun 2025	Voluntary Contribution	VC 12/05/2025	\$000.00	Awaiting payment
058439	15 May 2025	15 Jun 2025	Income Tested Fee Payable	ITF2503ZAGPAO 3511	\$000.00	Awaiting payment
058439	18 May 2025	18 Jun 2025	Voluntary Contribution	VC 12/05/2025	\$000.00	Awaiting payment
				Total	\$000.00	

Total participant contribution (to-date) \$000.00

Fees Summary



Monthly statement July 2025

Fee details

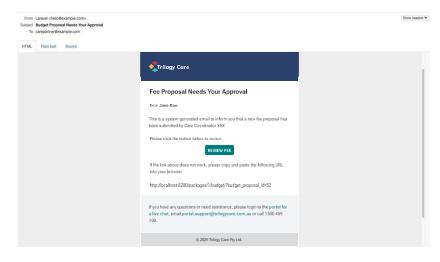
Fees... WIP

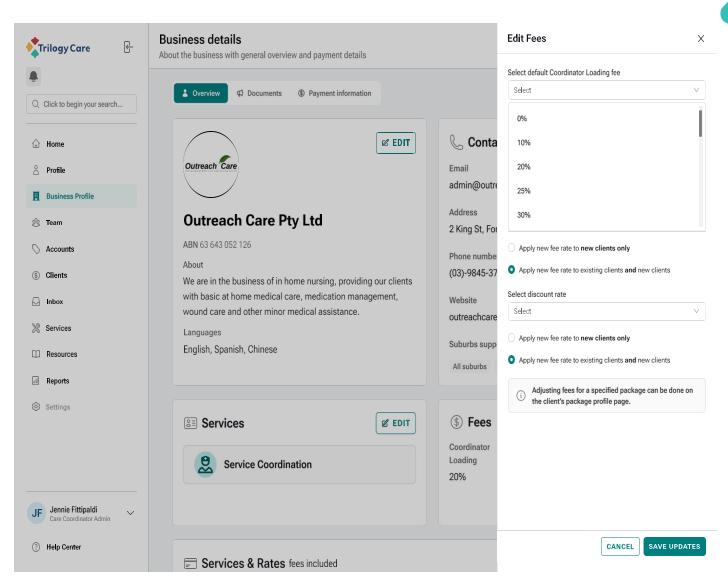
	Spent	You Pay	Customer Ref Nbr	Amount Due	Paid Date
Independence	\$500	50%	\$250	\$000.00	Awaiting payment
18 Jul 2025	18 Jul 2025	Everyday Living	VC 12/05/2025	\$000.00	Awaiting payment
15 Jul 2025	15 Jul 2025	Clinical (0%)	ITF2503ZAGPAO 3511	\$000.00	18 Jul 2025
			Total	\$000.00	

Coordination (Fees)

Coord Fees

- Includes an Approval Process.
- Feedback from Last Webinar taken onboard
- Can mass-update fees to all Clients OR apply new fees to New Packages.

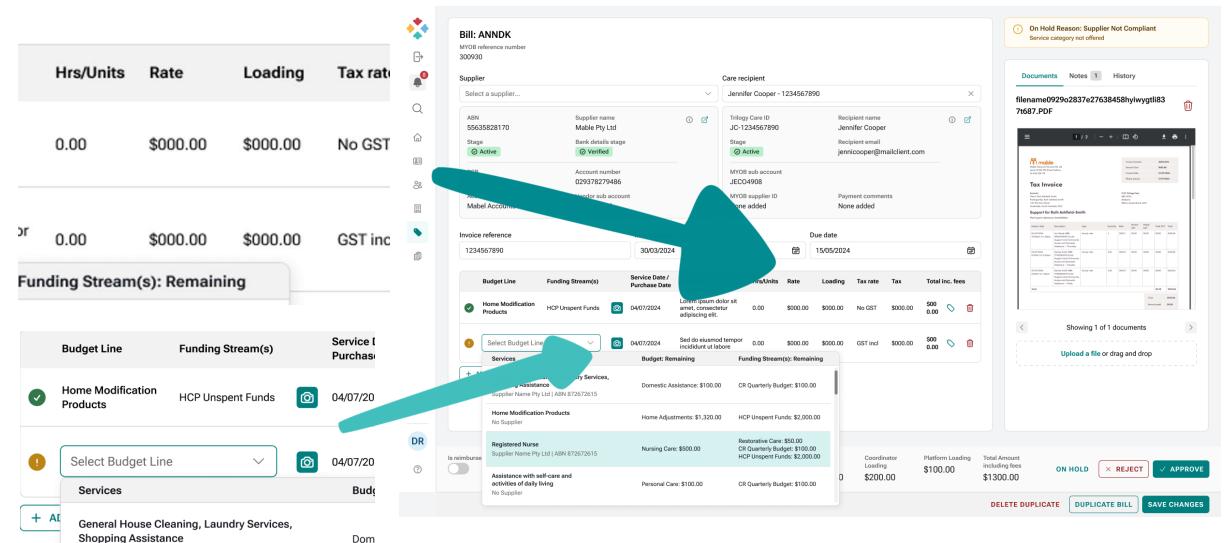




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How Coordinator Calculated on Invoices

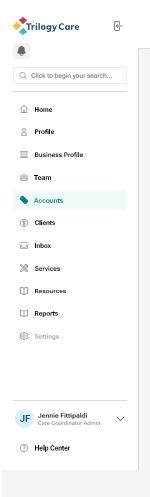
Supplier Name Ptv Ltd | ABN 872672615



Not for further distribution

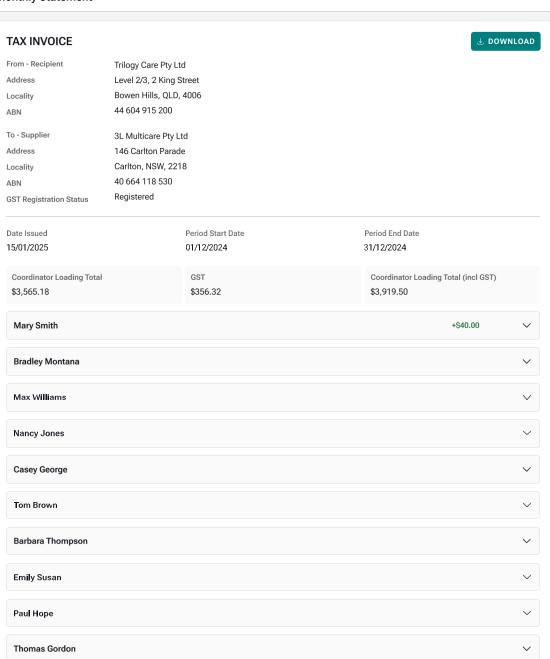
Coordinator Invoice

- Each month Trilogy will generate Monthly invoice (RCTI) on behalf of Coordination
- Broken up by Client and captures all transactional loading for every client.
- GST Status must be up to date!



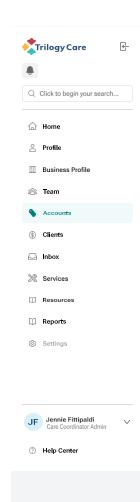
\leftarrow back to accounts

Monthly Statement



Earnings Reports

- Allow Coordinators to see their earnings for each month.
 - Filterable by the things that matter
 - Client
 - Package
- Utilisation Rates also important metric going forward!



Accounts



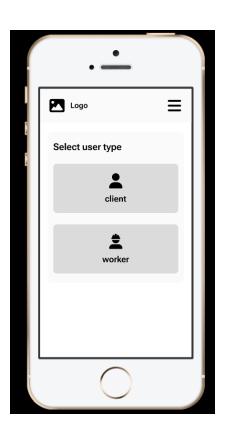
Statements

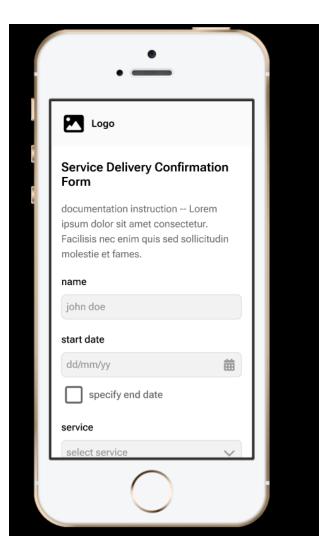
Date Period	Total Fees	GST	Total Fees (incl GST))
January 2025	\$3,563.18	\$356.32	\$3,919.50	
December 2024	\$1,581.62	\$1 25.50	\$1,707.12	
November 2024	\$2,960.40	\$260.20	\$3,220.60	
October 2024	\$1,581.62	\$1 25.50	\$1,707.12	
September 2024	\$2,960.40	\$260.20	\$3,220.60	
August 202 4	\$1,581.62	\$1 25.50	\$1,707.12	
July 2024	\$2,960.40	\$260.20	\$3,220.60	
7 records				Page 1 of 1 《 〈 〉 》

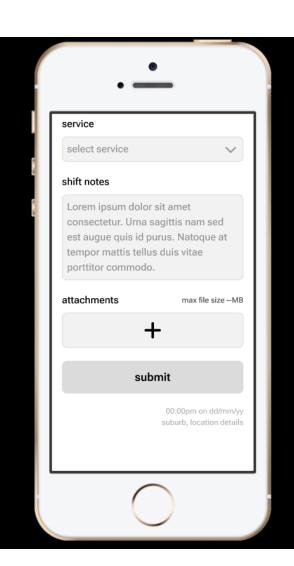
Service Confirmation

Service Confirmation – Post July

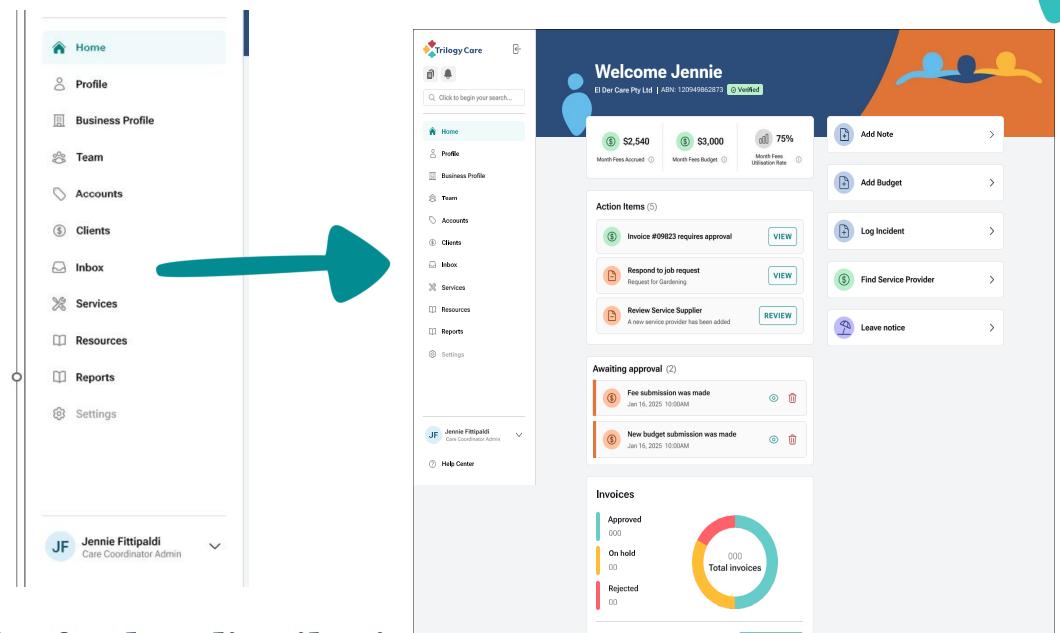








Not for further distribution



Not for further distribution





Our Support at Home partner program launches.



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

A 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





Trilogy Care