



Delivering Support at Home services for Trilogy Care

Trilogy Care's Support at Home services are all about helping older Australians live independently and enjoy a good quality of life in their own homes. Your role is really important in giving these essential services directly to the people you support, making a big difference to their wellbeing and independence.

This guide explains what you'll be doing when you provide Support at Home services. It goes into the exact services you've agreed to offer, clearly showing what's included in your arrangements and what isn't. Following these service details is super important for making sure you always deliver consistent, high-quality care that truly focuses on the person you're supporting. Think of this document as your go-to, used together with your specific agreements and Trilogy Care's day-to-day program rules.





Your services: What you do and how to do it right



Personal Care Services

You'll directly help the people you support with everyday tasks like safe bathing, dressing, grooming, using the toilet, and moving around safely. Your main job is to give respectful, hands-on help to keep them clean and comfortable. To provide personal care, Trilogy Care usually needs you to have a Certificate 3 in Aged Care (or something similar).



Nursing Care Services

You'll provide professional health care, such as looking after wounds, giving medicines as prescribed, checking ongoing health issues, when health professionals direct you. These services must be done by people with the right qualifications and registrations



Allied Health Services

You'll offer special health services such as physiotherapy, occupational therapy, dietetics, or podiatry. The goal is to put into action plans that help maintain or improve how well the person you support can function and their overall well-being. This also includes making recommendations and reports for assistive technology (like mobility aids) and home modifications.



Everyday Living Services

You'll handle everyday household tasks that are important for keeping the home environment safe and clean. This usually means light cleaning, laundry, preparing meals based on what the person you support likes, and helping with grocery shopping. Please note that big home repairs or heavy-duty cleaning are not part of this service.



Direct Transport Services

You'll provide reliable transport for the people you support to and from important appointments (like doctor visits), shops, and approved social activities. This service helps them get to where they need to go in the community and stay connected with others. Personal errands that aren't specifically mentioned in your service agreement are not included.



Social Support Services

You'll help and go with the people you support to programs and activities designed to encourage them to interact socially, get involved in their community, and feel less lonely. This means actively supporting them during outings or group activities to help them take part. This service does not involve giving therapy or counselling.



Service delivery guidelines for you

As a valued Trilogy Care service provider, you play a vital role in helping the people we support. These guidelines help you understand exactly what you need to do and make sure you provide consistent, effective services. By following these simple rules, you'll know what's expected for each service you deliver and ensure you're meeting your agreements with our clients.

1. Stick to your agreements

You should only provide the specific services listed in your agreement or approved by us for each person you support. Don't do tasks outside of what's agreed without getting permission from Trilogy Care first.

2. What to do and how often

Make sure the services you provide match the agreed-upon number of times, how long they last, and how much is involved, as written in the agreement, care plan, or budget. Always provide services as scheduled and avoid doing extra or unplanned tasks.

3. Just do what's agreed

Your job is to do the tasks detailed in the agreement, care plan, or budget that help the person you support stay safe and independent. If you notice other needs or concerns, tell Trilogy Care about them instead of dealing with them yourself outside of the agreed services.

4. High-quality work

All services must be delivered according to good professional standards and any specific instructions from Trilogy Care about the person's condition or what they can do.

5. Tell us what you did, on time

Keep clear records and send in your reports or shift notes on the services you delivered, as well as invoice regularly and in alignment with the timeframes in your agreement, as Trilogy Care requires. This includes details of tasks you finished and anything important you noticed about the person's well-being during your visit.



Clinical Supports – service types and services

This table shows you the different types of clinical support services, explaining what's included and what's not, to make sure everyone knows what's expected and to follow the Support at Home Program requirements.

Service type	Services	What's included	What's NOT included
Nursing care	<ul style="list-style-type: none">• Registered nurse• Enrolled nurse• Nursing assistant• Nursing care consumables	Direct nursing care that you provide, if you're a qualified professional and it's written in the person's care plan.	Services that are beyond your qualification, medical procedures not specifically approved by Trilogy Care, or any consumables not directly related to the person's care plan.
Allied health and other therapeutic services	<ul style="list-style-type: none">• Aboriginal and Torres Strait Islander health practitioner/worker• Allied health therapy assistant• Counsellor or psychotherapist• Dietitian or nutritionist• Exercise physiologist• Music therapist• Occupational therapist• Physiotherapist• Podiatrist• Psychologist• Social worker• Speech pathologist	Therapeutic services that you provide if you are appropriately qualified and registered, and if these services are clearly listed in the person's individual care plan.	Services not specifically mentioned in the care plan, providing treatments that haven't been approved, or services delivered by someone who isn't qualified.



Clinical Supports – service types and services cont.

This table shows you the different types of clinical support services, explaining what's included and what's not, to make sure everyone knows what's expected and to follow the Support at Home Program requirements.

What you help with	Specific services	What you CAN do	What you CAN'T do
Personal Care	<ul style="list-style-type: none">• Helping with everyday self-care tasks• Helping people take their own medication• Helping manage continence (without medical procedures)	You can directly help people with things like showering, getting dressed, moving around, and other daily activities. You can also support people to take their own medication.	You CAN'T give medication yourself (unless you're a qualified nurse and it's specifically approved in the person's plan).
Social support and community activities	<ul style="list-style-type: none">• Group get-togethers• One-on-one social support• Activities with support• Cultural support• Help with computers and online tools• Assistance to manage personal paperwork• Costs to manage personal paperwork	You can help people connect with others, go to approved activities with them, provide cultural support, and help them use digital tools. You can also help with managing personal paperwork.	You CAN'T handle someone's money without proper authorization, make decisions for them about their personal affairs.
Therapy services for independent living	<ul style="list-style-type: none">• Acupuncture• Chiropractic• Diversional therapy• Remedial massage• Art therapy• Osteopathy	You can provide therapy services, as long as you are qualified and the service is aimed at helping someone live independently, and it's part of their care plan	You CAN'T provide services if you're not a qualified practitioner.



Clinical Supports – service types and services cont.

Service type	Services	What's included	What's NOT included
Respite	<ul style="list-style-type: none">• Respite care	You give primary caregivers a break by providing approved respite services. This makes sure the people you support are safe and well cared for while their usual caregiver rests.	You can't provide care for longer than the agreed respite periods. Also, any services not focused on giving the caregiver a break or supporting the client during this time are out of scope.
Transport	<ul style="list-style-type: none">• Direct transport (you provide driver and car)• Indirect transport (taxi or rideshare service vouchers)	You can offer direct rides for medical appointments or approved community activities.	You can't use transport services without approval, give cash for transport, or charge for toll fees or fuel.





Everyday living – what you provide

Service type	What you do	What's included	What's NOT included
Domestic assistance	<ul style="list-style-type: none">• General house cleaning• Laundry services• Shopping assistance	Doing general cleaning tasks, laundry, and helping with grocery shopping, just like you agreed in the care plan for the person you support.	<ul style="list-style-type: none">• Heavy-duty cleaning• Commercial laundry• Costs of groceries.
Home maintenance and repairs	<ul style="list-style-type: none">• Gardening• Helping with home maintenance and repairs	Basic gardening, helping with small home repairs such as changing lightbulbs, and managing costs for these services that were approved beforehand.	<ul style="list-style-type: none">• Big structural repairs• Complicated jobs needing special tradespeople not approved by Trilogy Care• Professional services such as tree removal• Paying for things without approval
Meals	<ul style="list-style-type: none">• Meal preparation• Meal delivery	Cooking meals for the person you support in their home, or retail supply of ready-made meals to be delivered, as written in their care plan.	Restaurant deliveries or catering that haven't been specifically approved, the cost of ingredients, or cooking for other people in the household if they're not covered by the plan.



Your guide to invoicing Trilogy Care

Getting your invoices right is really important for you and for Trilogy Care. It helps us process your payments quickly, keep good records, and meet all the Support at Home Program rules. So, it's essential that you send us invoices exactly how we ask. This guide explains what you need to do.

When you send an invoice, you need to use the exact names for each service you provide. You'll find these names in the Department of Health, Disability, and Ageing's Service List. Don't group different services together with a general description; instead, list each service separately. Doing this helps us make sure everyone gets paid quickly, track everything properly, and keep our client care plans accurate.

Use official service names

Always use the precise service names and types as listed in Trilogy Care's official document and the Support at Home Service List. If you use different names, your invoice might be delayed or sent back to you.

List each service separately

Every single service you provide to the people you support must be listed individually on your invoice. Include the date, how long it took, and the cost for each one. Don't combine multiple services into one line.

Keep good records

You must keep clear and detailed records for all the services you invoice. This includes things like signed attendance sheets, notes about the care provided, or any other paperwork needed if there's an audit.

Following these invoicing standards isn't just part of your agreement with us; it's a key way we make sure we're accountable and provide high-quality care to the people you support. If your invoices don't follow these rules, it could mean delays in your payment or you might need to resubmit them.