

# How to get started



## 1. TALK TO US

Contact Trilogy Care or Elite Care NSW so we can learn about your care needs. We can answer any questions you have about making the most of Support at Home funding.

## 2. CARE PLANNING

Together we will review your care needs and design a support plan to help you live a more fulfilled life at home.

## 3. PERFECT MATCH

Elite Care NSW will help you build your care team so you can start scheduling services.

## 4. GET STARTED

Start receiving services from Elite Care NSW while Trilogy Care manages your Support at Home funding and administration.

# Home care services to meet your needs

## Contact us



*A Refreshing Difference*

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PARTNERING WITH



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Trilogy Care and Elite Care NSW have partnered to ensure you have access to high-quality home care services via your Support at Home funding.

Trilogy Care will focus on assisting you with self-managing your care plan while Elite Care NSW focuses on delivering the services you need to stay at home for longer.

### Who is Trilogy Care?

Trilogy Care empowers you to live independently in the home you love for longer by helping you build and self-manage your care needs. Trilogy Care is an approved Support at Home provider and is registered with My Aged Care to deliver in-home care support.

### Why Trilogy Care?

One of the main reasons people choose to work with Trilogy Care to self-manage their support plan is because it gives you absolute control over who provides your care and services. You can ensure you're surrounded by the best service providers to give you the care and support you want and need.

Self-management also removes the agency 'middle-man', allowing you to reduce management fees by working directly with your care workers and support service. Fewer fees, more care hours, and better value from your funding.

### What is self-management?

Self-management is a way for you to manage the service providers you use and how your Support at Home funding is spent. It gives you the flexibility to:

- Design and tailor your own care plan with a dedicated care partner
- Choose the service providers you would like to work with
- Gain more control over how your Support at Home funds are spent
- Increase your care hours with more value from the same funding



### What you can expect

- Personalised care planning that reflects your goals, routines and culture
- Familiar faces and reliable times - your care, your call
- A local team that communicates clearly and acts fast when needs change

### Make every care hour matter

- More hours. Same funding. Self-management means more of your package goes to real support, not overheads
- We help you activate your full quarterly budget with timely check-ins and easy booking, so care isn't left on the table
- Clear monthly statements and a simple portal keep you, and your family if you choose, in the loop

### Why this partnership works

- Elite Care NSW's trusted care professionals, coordinated with Trilogy Care's self-management expertise
- Full compliance, strong governance and consistent, respectful care
- A practical path to more activated care hours each quarter - missed care is missed opportunity, and we help you avoid it

