

SAH Acceleration Package – Terms and Conditions

The SAH Acceleration Package is a time-limited, scope-specific implementation offer from AlayaCare, designed to help eligible home care providers go live within 8 weeks and be ready for Support at Home reforms by **1 November 2025**.

By expressing interest in this offer, you acknowledge and agree to the following terms and conditions:

1. Offer Period and Eligibility

- This offer is only available to providers who **sign a binding agreement with AlayaCare (both parties executed) by 15 August 2025**.
- In order to achieve go-live by 1 November 2025, the **project kick-off must occur no later than 2 September 2025**, defined as the formal initiation of implementation work following contract execution and delivery of all required onboarding materials.
- This is not a pricing or discount offer. It is a **limited-time implementation acceleration package** dependent on provider readiness and project scope.

2. Capacity Limitations

- This offer is subject to **internal delivery capacity** and may be limited to a maximum number of eligible providers.
- AlayaCare reserves the right to close access to the offer **prior to 15 August 2025** if available implementation capacity is reached.
- Any provider not selected for the SAH Acceleration Package due to capacity constraints may be offered an alternative implementation timeline.

3. Scope of the Offer

- This package includes a defined, **limited-scope implementation** that supports go-live within 8 weeks.
- The following are **excluded** from the offer:
 - Custom development or non-standard configurations
 - Complex data migrations or third-party integrations not covered by AlayaCare's standard toolkit
 - In-depth solutioning for workflow customisations
- If scope requirements change or exceed the pre-agreed boundaries, AlayaCare reserves the right to:
 - Reclassify the project and extend the delivery timeline
 - Adjust implementation costs accordingly

4. Provider Responsibilities and Readiness Criteria

To remain eligible for the SAH Acceleration Package, providers must:

- Demonstrate readiness to make timely decisions and dedicate internal resources throughout the implementation.
- Complete **fee schedule mapping within 5 business days** of project initiation.
- Participate in and complete **AlayaCare-led training within a 3-day timeframe**, as scheduled.
- Be willing to adopt AlayaCare's **standard workflows and best practices**, with only minor solutioning permitted.
- Manage their own internal responsibilities and change management requirements to meet an accelerated timeline.

Failure to meet these readiness criteria may result in reversion to a standard implementation plan with adjusted timelines.

5. Supported Funding Types

- The SAH Acceleration Package is designed for providers supporting **three or more funding types**, which may include HCP, CHSP, private/self-funded, and limited NDIS.
- Approval of specific funding types is at **AlayaCare's sole discretion**. If a funding type is deemed unsuitable for this package, AlayaCare reserves the right to:
 - Revoke eligibility for the acceleration package
 - Adjust the project timeline or scope

6. Right to Reassess or Withdraw Offer

AlayaCare reserves the right to reassess or withdraw a provider's eligibility for this package if:

- Readiness criteria are not met
- Scope expands beyond the defined parameters
- Project milestones are missed
- Internal delivery capacity is exceeded

In such cases, AlayaCare will communicate the change in status and propose an alternative delivery plan.

7. Acknowledgement and Agreement

By proceeding with this offer, providers acknowledge that:

- The 8-week go-live timeline is conditional on full compliance with the criteria and scope above
- The offer does not include any financial discount
- AlayaCare retains the right to decline or modify participation based on scope, eligibility, or capacity