



Transport Accident Commission (TAC)



Country Care Group (CCG)

TAC Health Provider User Guide

CCG Contracts Portal

12th April 2018

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<http://help.ccgcontracts.com.au/>

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Transport Accident Commission (TAC)

Contract

About Transport Accident Commission (TAC)

The TAC is a Victorian statutory authority responsible for managing a transport accident compensation scheme that pays benefits to people injured in transport accidents.

As part of the TAC 2020 Strategy, TAC are using technology to better meet the individual needs of their clients and to make it easier for clients and service providers to access services. To learn more, visit: www.tac.vic.gov.au

About Country Care Group (CCG)

Country Care Group (CCG) was established in 1997 and is one of the largest trusted service providers carrying the full range of products required to meet the clinical needs of the injured, disabled, and aging population.

CCG has been contracted by TAC to provide healthcare and mobility equipment and home modifications for Victorians who have been injured in transport accidents.

CCG have a vast range of mobility equipment available and a network of qualified builders and tradesmen who are able to carry out in-home modifications to improve access and safety. To learn more, visit: www.countrycaregroup.com.au

About CCG / TAC Contracts Portal

The CCG / TAC Contracts Portal is a dedicated online system for ordering products, equipment repairs or home modification services.

Equipment

CCG is one of the largest trusted service providers carrying the full range of products required to meet the clinical needs of the injured, disabled, and aging population.

Equipment Repairs

CCG offers an extensive range of services to our equipment and are devoted to making sure your equipment is not just working but working to its full potential. If a piece of equipment is damaged we strive to get it repaired and back to you in the quickest time possible without taking shortcuts or compromising safety.

Our technicians are qualified for test and tag services, supply and installation of parts as well as general maintenance including repairs to all equipment. Our service department runs a number of service vehicles to cater for call out requests to places such as homes and hospitals. We can service and repair all mobility products from lift chairs to electric beds.

Home Modification Services

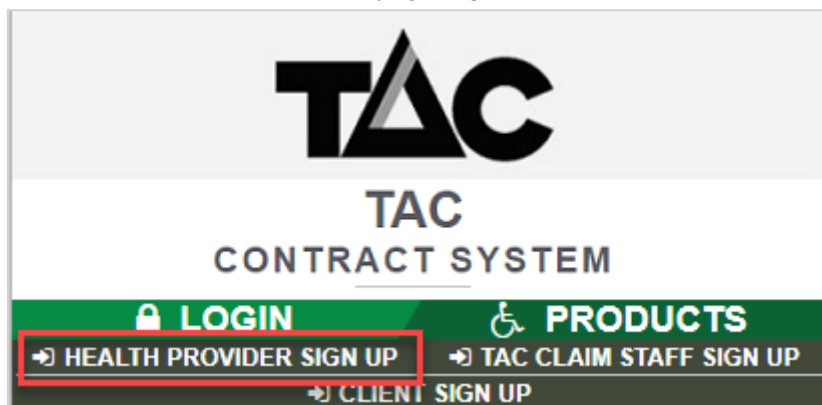
Country Care Group provide a home modifications service which specialises in falls prevention and home access solutions. We work alongside Occupational Therapists and Architects whose clients are elderly or mobility impaired to help make their home safe and accessible.

Country Care Group has a large network of qualified tradesmen who have trained specialists in all areas of home accessibility and falls prevention. Whatever the project whether bathroom modifications, ramp constructions, platform steps, bannisters, grab rails, lever taps or any major and minor modifications, we are happy to help.

Register for contracts portal

Health Providers will require a login to access our systems. The same login is used for the web and mobile app.

1. Go to the CCG Contracts home page ccgcontracts.com.au and click on **Signup** for the TAC Contract Systems.



2. Provide your details as shown below. If you have an existing portal login, you need only select Yes and provide some basic details.

Do you currently have a username for CCG contracts portal(s)?

☒ Yes, I have an existing login. Re-registration is not required. Please complete and submit the details below and our staff will advise you once your access is configured.

Current username:

Name:

Organisation:

Authority to prescribe:

☐ No, I would like to register for access to the CCG Contracts portal.

If you do not have an existing portal login, please select No and provide the require registration details.

☒ No, I would like to register for access to the CCG Contracts portal.

Provider Details


Name

Surname

Organisation

Address

Locality

 Lookup Locality

State

Select State



Post Code

Phone Number

Mobile Number

Fax Number

Provider Type

Select Provider Type



3. Provide your preferences. Your preferences can be updated at any time.

Preferences

Preferred Supplier

Select Supplier



Preferred Builder

Select Builder



Allow Email Notification

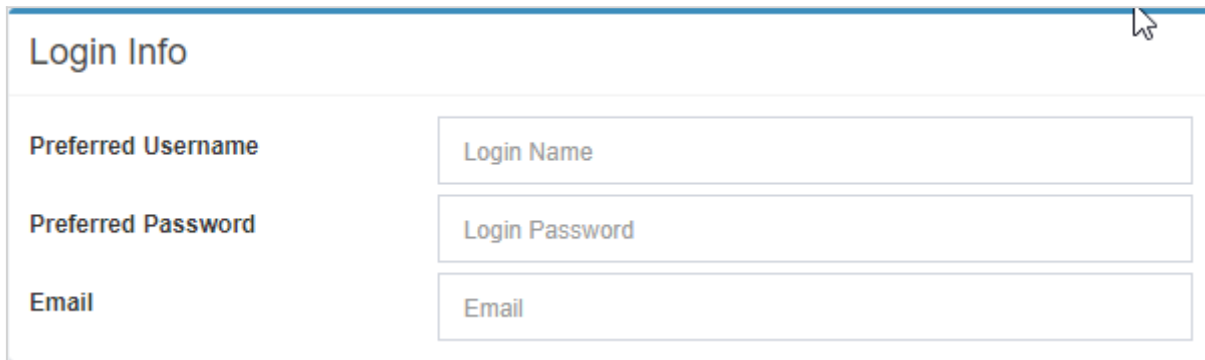
☐ OFF

Allow SMS Notification

☐ OFF

Additional Comments

4. Provide your login preferences.

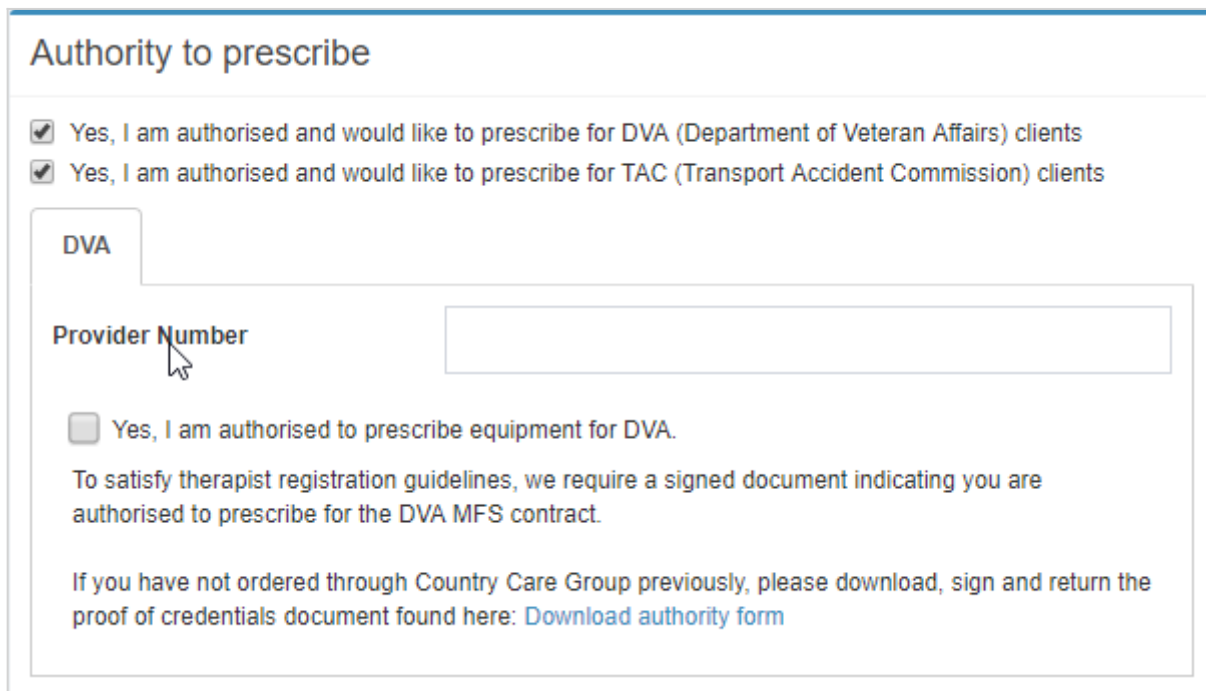


Login Info	
Preferred Username	<input type="text" value="Login Name"/>
Preferred Password	<input type="text" value="Login Password"/>
Email	<input type="text" value="Email"/>

5. Select your authority to provide.

View further details on Provider Numbers at [Medicare provider numbers for health professionals](#)


If selecting DVA, A completed Authority Form must be submitted to dva@countrycaregroup.com.au prior to account activation.



Authority to prescribe	
<input checked="" type="checkbox"/>	Yes, I am authorised and would like to prescribe for DVA (Department of Veteran Affairs) clients
<input checked="" type="checkbox"/>	Yes, I am authorised and would like to prescribe for TAC (Transport Accident Commission) clients
<div>DVA</div> <div>Provider Number <input type="text"/></div> <div><input type="checkbox"/> Yes, I am authorised to prescribe equipment for DVA. To satisfy therapist registration guidelines, we require a signed document indicating you are authorised to prescribe for the DVA MFS contract. If you have not ordered through Country Care Group previously, please download, sign and return the proof of credentials document found here: Download authority form</div>	

6. Review your information, enter the Captcha phrase and click **Register** at the bottom of the window to submit.

Captcha



Enter the text shown in image *

Can't read above code? [Refresh](#)

[Register](#) [Return to login](#)

7. You will receive an email with your account details. Please allow one business day for our processing.

Sent: Wednesday, March 7, 2018 12:06 PM
To: Health Provider
Subject: Welcome to Country Care Group Portal

Hello Health Provider

Thank you for registering for the Country Care Group Portal.
Your account is now approved.
Please login with the following credentials.

<https://ccgcontracts.com.au/>

Username: HealthProvider
Password: #####

Learn more about ordering at <http://help.ccgcontracts.com.au/>

If you haven't done so already, please complete the attached signatory Authority and email it through to dva@country-care.com.au

Regards
CCG Support Team

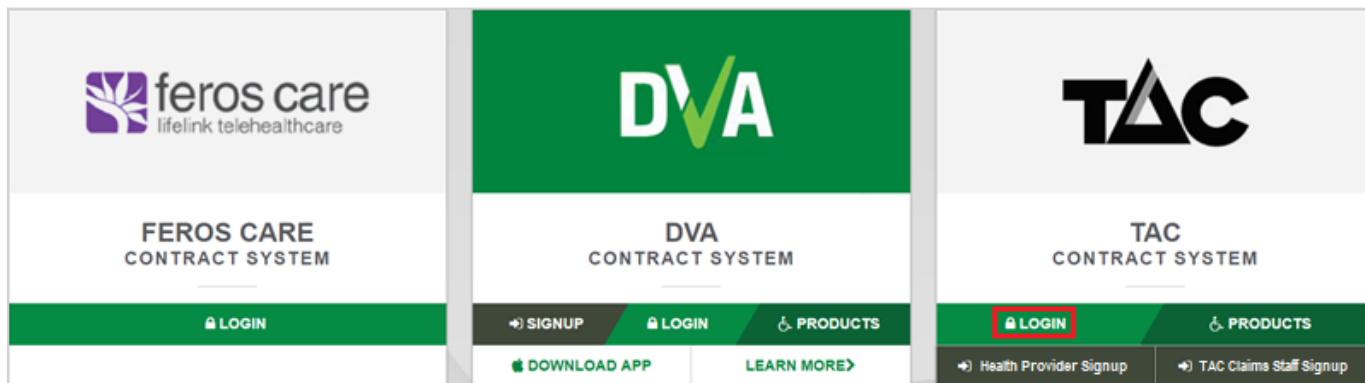
Country Care Group
National Contracts Team
Free Call 1800 727 382
countrycaregroup.com.au

Free Call 1800 822 224 | www.countrycaregroup.com.au

Log into the Contracts Portal

Learn how to login to CCG Contracts Web Portal

1. Go to ccgcontracts.com.au and click **Login**



2. Provide your **Username** and **Password** and click **Sign In**

Login

Username

Password

☐ Remember me?

Sign in

[Forgot password?](#)

Tick **Remember Me** to save your login credentials. This is optional and may not suit all work environments, please check with your internal IT Team.

Requests

Clients, therapists and TAC Claim Staff can all raise requests for products, equipment repairs or home modification services.

Request Statuses

Cancelled	No longer required or duplicate.
Draft	Incomplete request which may still be modified by the creator.
Submitted	Request has been fully created. Awaiting CCG to confirm details and assign to supplier.
Acknowledged	Request received by CCG. (Final status for requests.)

Product Types

Standard items required by TAC Clients fall into the following categories;

- Beds
- Building Fixtures
- Clothing and Dressing Aids
- Eating and Drinking
- Household Aids
- Hygiene
- Lifting and Transfer
- Scooters
- Seating
- Small Stock
- Walking and Mobility
- Standard Manual Wheelchairs
- Standard Power Wheelchairs
- Wheelchair Accessories

Equipment Repairs

Country Care Group offers an extensive range of services to our equipment and are devoted to making sure your equipment is not just working but working to its full potential.

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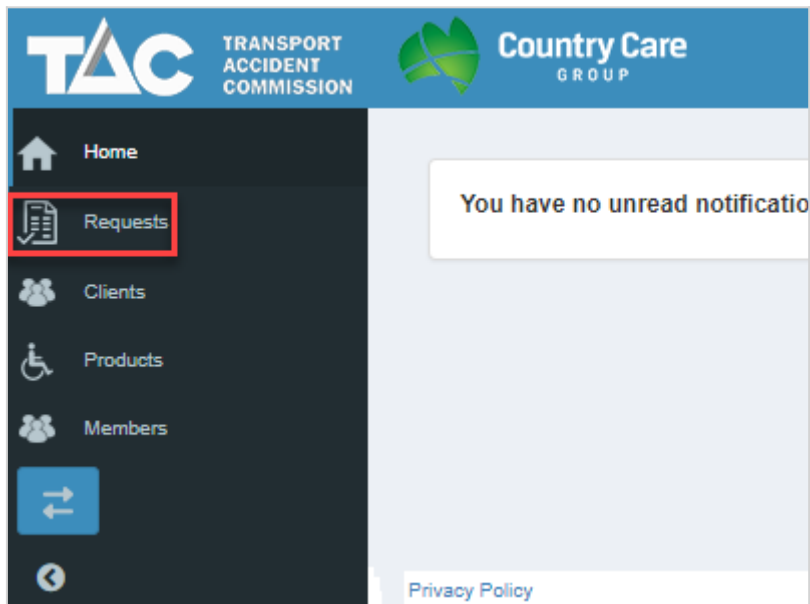
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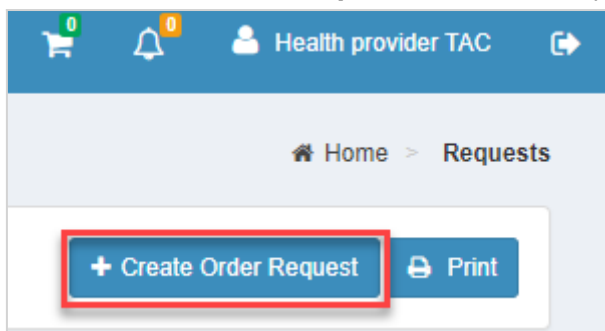
Whatever the project whether bathroom modifications, ramp constructions, platform steps, bannisters, grab rails, lever taps or any major and minor modifications, we are happy to help.

Create a Request

1. Click on **Requests** in the left-hand navigation.



2. Click the **Create Order Request** button in the top right.



3. Click the **Lookup Client** button in the Client section.

A screenshot of the 'Client' section. A red box highlights the 'Lookup Client' button. Below it, there are input fields for Name, Surname, Claim #, and Date of accident.

4. Enter the Clients First name, Surname or Claim Number and click the **Go** button.

A screenshot of the 'Lookup Client' form. A red box highlights the search input field and the 'Go' button. The input field contains the placeholder text 'Search by Name, Surname, Claim #'.

5. If the client exists, clicking on them will return you to the **Create Order Request** window. Otherwise click the **Close** button in the top-right corner.

Close

6. If you need to add the client, click the Add client button.

Client

Q Lookup Client

Name:

Surname:

Claim #:

DOB:

Date of accident:

7. Enter the client details and click **Save** to return to the **Create Order Request** window.

Add Client

Close

Gender:

Male

Name:

Surname:

Claim #:

Date of Birth:

Date of Accident:

Organisation:

Select Organisation

Address:

Locality:

Post Code:

State:

Select state

Phone #:

Mobile #:

Save

Cancel

8. Enter the **Preferred Supplier** and **Organisation** in the **Assignment** section.

Assignment

Preferred Supplier:

Select

My Organisation:

1.2.1 Medical Centre


9. The Residential Address can be overridden if required.

Residential Address	
Address:	21 Jump Street
Locality:	Mildura Q Lookup Locality
Post code:	3500
State:	VIC ▼
Phone #:	03 1234 5678
Mobile #:	0438 123 456

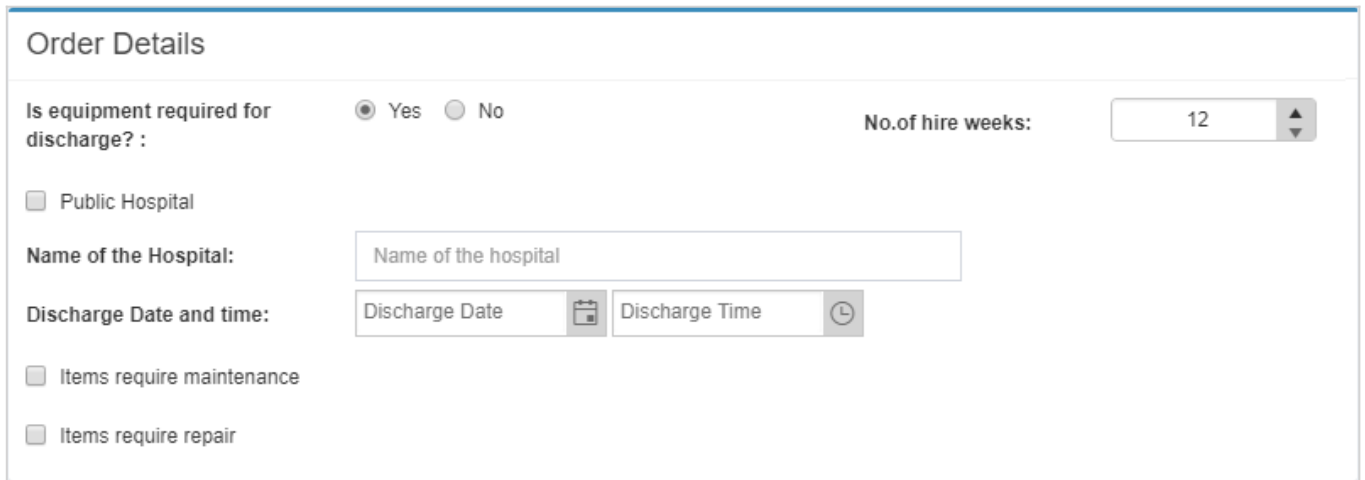
10. The Delivery address can be specified if required by clearing the **Same as residential address** check box.

Delivery Address		<input checked="" type="checkbox"/> Same as residential address
Contact:		
Address:	21 Jump Street	
Locality:	AARONS PASS	Q Lookup Locality
Post code:	2850	
State:	NSW ▼	
Phone #:	03 1234 5678	
Mobile #:	0438 123 456	

11. Enter the order urgency. Level 3 requires **Date required by** and Level 1 & 2 require **Clinical Justification**.

Order Urgency	Business Hours: Mon to Fri - 8 AM to 5 PM
<p><input checked="" type="radio"/> Level 3: 3-10 business days.</p> <p>Date required by <input type="text"/> </p> <p>Supplier will contact the therapist if date cannot be met.</p> <p><input type="radio"/> Level 2: 8-16 business hours. A level 2 order is only to be submitted if the patient's safety or mobility will be compromised.</p> <p><input type="radio"/> Level 1: Within 8 business hours. A level 1 order is only to be submitted if the patient's safety or mobility will be at risk.</p> <p>Clinical Justification:</p> <div></div>	

12. Enter the **Order Details**. If the client is being discharged from a public hospital the billing address of the hospital is required as they are responsible for providing the equipment for the first 30 days.
- Selecting the **Items require maintenance** or **Items require repair** check box will bring up additional fields to capture the detail required.



Order Details

Is equipment required for discharge? : ☒ Yes ☐ No

No. of hire weeks: 12

☐ Public Hospital

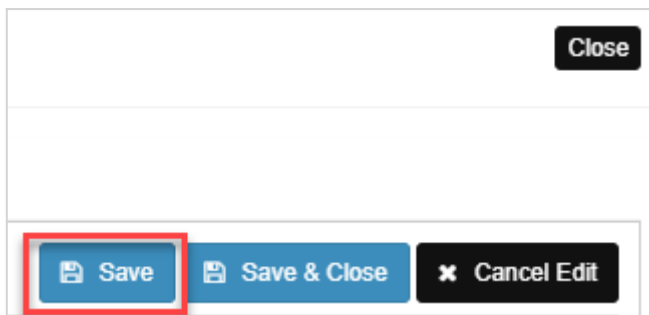
Name of the Hospital:

Discharge Date and time:

☐ Items require maintenance

☐ Items require repair

13. Click **Save** at this point to save the Order request as "Draft"



Close

Save Save & Close Cancel Edit

For help on the next section, refer to [Add products to a Request](#)

Add products to a Request

1. Click the **Add Products** button in **Request Items** to select the product required for the client.

Product can be selected by category or by search or a combination of both.

Categories	
▶ AB - Beds & Pressure Care Products	44
▼ AC - Chairs & Seats	12
AC01 - Chair High-Backed	4
AC04 - Chair Low-Backed	2

☐ Show favourites only

Category:

The search results can also be narrowed down by adjusting the sliders for the parameters of the products.

Max User Weight (kg)

130 168 206 244 282 320


Seat Depth (mm)

440 461 482 503 524 545

Seat Width (mm)

44 205.2 366.4 527.6 688.8 850

Tip: Over time you may **Add products to favourite** by selecting the star next to the product.

Hide options ▲		
	Code	Name
	PAT-AA6808T	Dycem Non Slip Mat Grey 45cm x 60cm

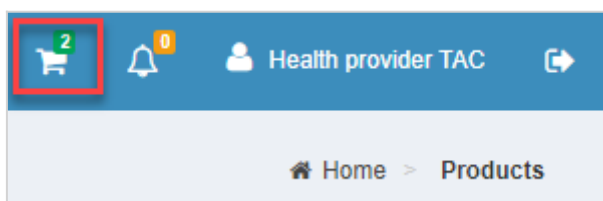
You can then find these products easier next time by selecting **Show favourites only** in the search box.

Search by Name, Code	Go	✕ Clear Search	<input type="checkbox"/> Show favourites only
Category: All			

2. Click the **Buy** or **Hire** button for the products required.


	Code	Name	Quantity
☆	31054M	Barwon Mini Lift Chair Needs approval	<div><div>-</div><div>1</div><div>+</div></div> <div><div>+ Buy</div><div>+ Hire</div></div>

3. When all the items have been selected, click on the **Cart** icon to review the products.





4. Click on the **Continue to order request** button to return to the Order Request.

Cart




R&R Healthcare Economy Over Toilet Aid
Code: 12247S
Qty: 1 Sale Type: Buy





Ellipse 6" Hand Brake Walker Petite
Code: 66118
Qty: 1 Sale Type: Hire

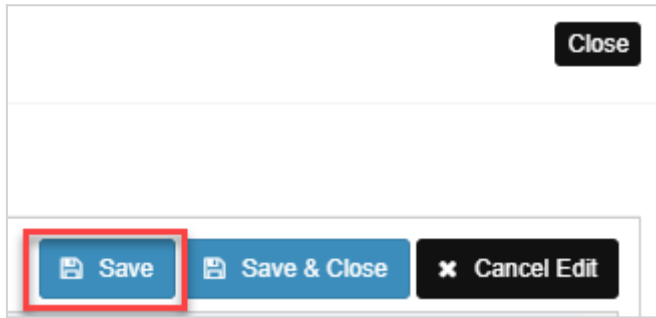


Clear Cart

Continue to order request #15

✕ Cancel

5. Click **Save** at this point to save the Order request as "Draft"



For help on the next section, refer to [Add documents to a Request](#)

Add documents to a Request

Documents may be added to requests to support the clinical need or provide specific details.

1. Click **Upload Document**, then **BROWSE** to upload any relevant documents or pictures.

The screenshot shows a web interface for managing documents. At the top, there is a header bar with the title 'Documents' on the left and a blue button with a document icon and the text 'Upload Document' on the right. Below the header is a table with five columns: 'Name', 'Created by', 'Created on', 'Download', and 'Delete'. Below the table is a 'File Upload' dialog box. The dialog box has a title bar with 'File Upload' and a 'Close' button. Inside the dialog, there is a large grey button labeled 'BROWSE'. Below the button, there is a text message: 'You can only upload xlsx, xls, csv, doc, docx, jpg, pdf, jpeg, txt, png, tiff, bmp, ppt, pptx files and not exceeding size of 20MB.' At the bottom right of the dialog is a 'Cancel' button.

Name	Created by	Created on	Download	Delete
------	------------	------------	----------	--------

File Upload

BROWSE

You can only upload xlsx, xls, csv, doc, docx, jpg, pdf, jpeg, txt, png, tiff, bmp, ppt, pptx files and not exceeding size of 20MB.

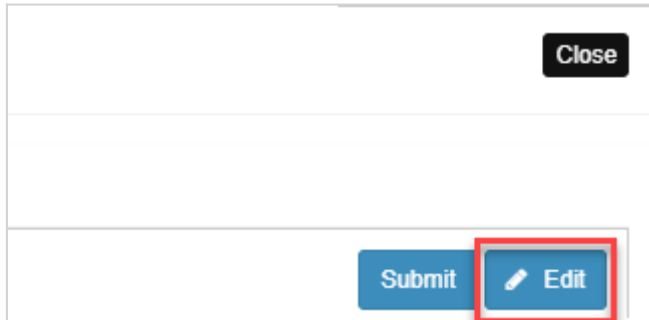
Cancel

For help on the next section, refer to [Add a comment to a Request](#)

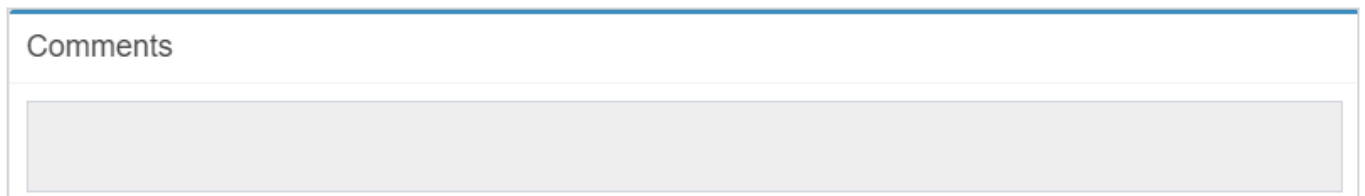
Add comments to a Request

A Comment can be added to orders to clarify any detail you think necessary.

1. Click **Edit** in the top right of the window to enable the entry of Comments.

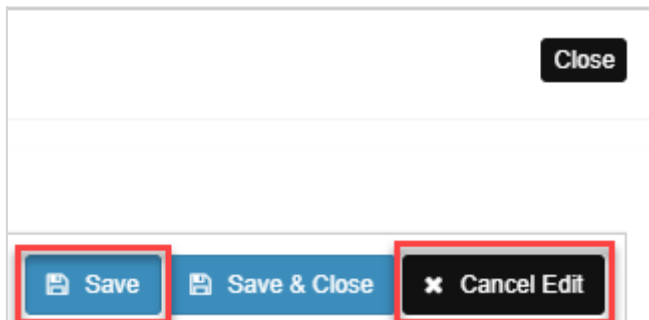


A screenshot of the top right corner of a window. It features a black 'Close' button in the top right corner. Below it, there are two blue buttons: 'Submit' and 'Edit'. The 'Edit' button, which includes a pencil icon, is highlighted with a red rectangular box.



A screenshot of the 'Comments' section. It has a title 'Comments' at the top left. Below the title is a large, empty, light gray rectangular text input area.

2. Click the **Save** then **Cancel Edit** buttons when finished.

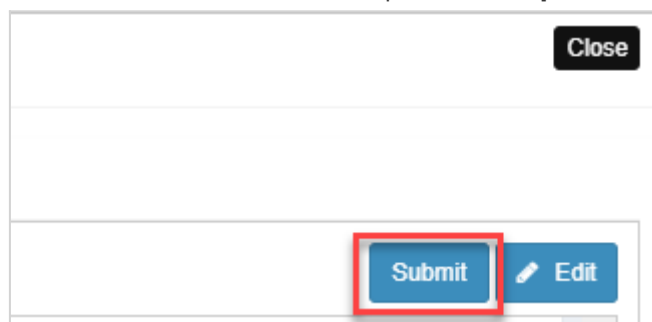


A screenshot of the bottom of a window. It features three buttons: a blue 'Save' button with a floppy disk icon, a blue 'Save & Close' button with a floppy disk icon, and a black 'Cancel Edit' button with a red 'X' icon. The 'Save' and 'Cancel Edit' buttons are highlighted with red rectangular boxes.

For help on the next section, refer to [Request submission and confirmation](#)

Request submission and confirmation

1. Click the **Submit** button to complete the **Request**.



A screenshot of a web form. At the top right is a 'Close' button. At the bottom, there are two buttons: 'Submit' and 'Edit'. The 'Submit' button is highlighted with a red rectangular box.

Upon submission, an email confirmation will be sent to your email address. See an example below:

Sent: Wednesday, March 7, 2018 12:06 PM

To: Claim Staff

Subject: Order Request #000293 - Graeme BROWN

Hello Claim Staff,
Thank you for submitting the order request.
Please find the order request details:
Order Request: [#000293](#)
Submitted On: 07/03/2018

Client Details:

Client Name: Graeme BROWN
Date of Birth: 29/11/1989
Date of Accident: 28/11/2017
Claim #: 451245

Health Provider Details:

Name: Jennifer PORTER
Organisation: Advanced Foot Care
Mobile #: 08 5673 7893

Products ordered:

CODE	DESCRIPTION	QUANTITY	SALE TYPE	IMAGE
A110011002	Back Hugger Visco Foam	1	Buy	
SK915139B	Bariatric Gel-Foam Cushion 30" x 20"	1	Buy	
1721720	Molift Ambulating Vest Groin Strap Small - Medium	1	Buy	

Please contact CCG Contracts team for any enquires.

Country Care Group

165 Ninth Street, Mildura, Victoria, 3500,
Free Call 1800 727 382,
Facsimile 1800 329 382.

Free Call [1800 822 224](tel:1800822224) | www.countrycaregroup.com.au

Clients

The TAC covers transport accidents directly caused by the driving of a car, motorcycle, bus, train or tram.

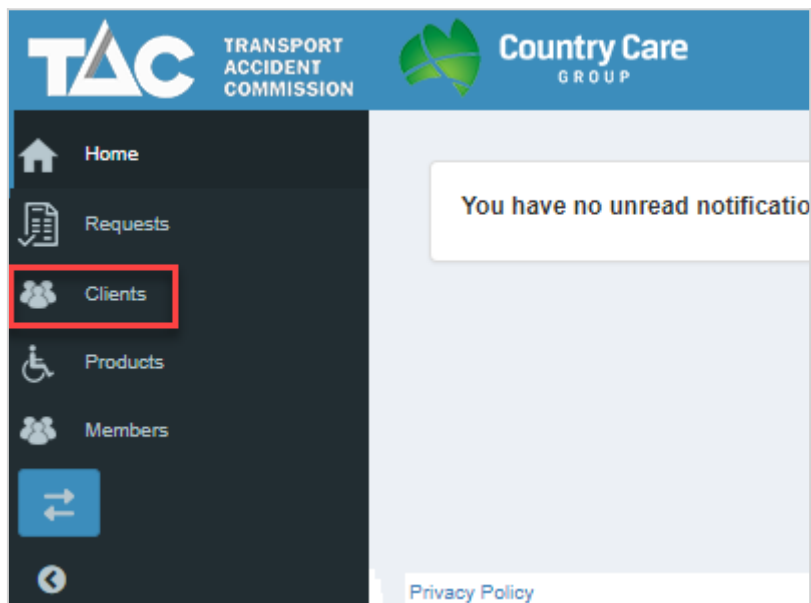
The TAC can provide support services for people injured in a transport accident as a driver, passenger, pedestrian, motorcyclist, or in some cases, a cyclist.

The TAC is a 'no-fault' scheme. This means that medical benefits will be paid to an injured person regardless of who caused the accident.

Health Providers can only see their own clients.

Client List and Search

1. Click **Clients** in the Side Navigation.



2. Your Clients are listed in alphabetical order.

You can search for a specific client by entering the Claim number, Given Name or Surname in the search box.

Clients

Home

>

Admin

>

Clients

Search by Claim #, Name, Surname

Go

+ Add Client

Name	Surname	Claim #	Date of Birth	Date Of Acci	Locality	Mobile #	Phone #	Is WorkSafe Client	
Aaron	Morgan	50/45134	20/09/1982	16/10/2017	GEELONG WEST, 3218		0428 343 218	No	Edit
Abbey	Bailey	50/45136	24/04/1950	20/10/2011	WEST FOOTSCRAY, 3012		0477 473 012	No	Edit
Abbey	Baker	50/45614	17/10/1927	14/01/2018	DANDENONG, 3175	0409 953 175	03 9792 3175	No	Edit
Abbey	Mills	50/45958	24/09/1977	21/11/2000	FRANKSTON , 3910	0417 903 910	03 8707 3910	No	Edit
Alex	Rogers	50/46465	14/01/1963	04/12/2009	ARARAT, 3377	0413 503 377	0413 503 377	No	Edit

All the columns are filterable. You can for instance find clients by Date of Birth by clicking the Filter Icon and entering their date of birth.



Products

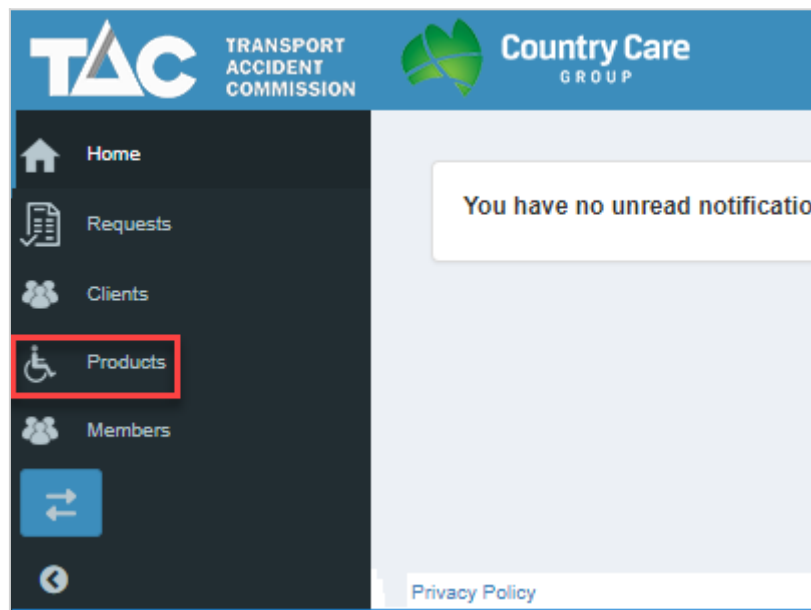
The TAC product catalogue contains a number of products which have been pre-approved by TAC for purchase or hire.

Standard items required by TAC Clients fall into the following categories;

- Beds
- Building Fixtures
- Clothing and Dressing Aids
- Eating and Drinking
- Household Aids
- Hygiene
- Lifting and Transfer
- Scooters
- Seating
- Small Stock
- Walking and Mobility
- Standard Manual Wheelchairs
- Standard Power Wheelchairs
- Wheelchair Accessories

Product List and Search

1. Click **Products** in the Side Navigation.



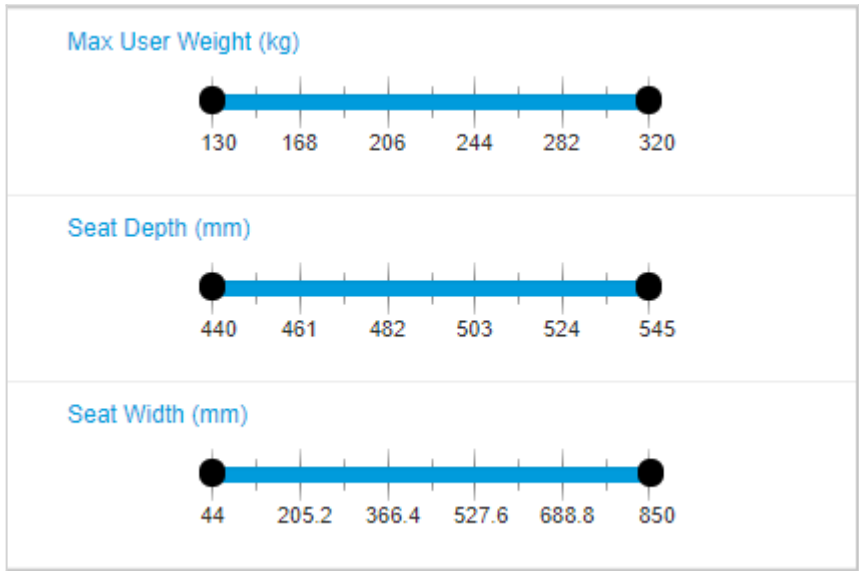
2. You can browse products by category or by search or a combination of both.

Categories	
▶ AB - Beds & Pressure Care Products	44
▼ AC - Chairs & Seats	12
AC01 - Chair High-Backed	4
AC01 - Chair Low-Backed	2

☐ Show favourites only

Category:

The search results can also be narrowed down by adjusting the sliders for the parameters of the products.



Tip: Over time you may **Add products to favourite** by selecting the star next to the product.

Hide options ▲		
	Code	Name
<input checked="" type="checkbox"/>	PAT-AA6808T	Dycem Non Slip Mat Grey 45cm x 60cm

You can then find these products easier next time by selecting **Show favourites only** in the search box.

Search by Name, Code	Go	✕ Clear Search	<input type="checkbox"/> Show favourites only
Category:	All		

Members

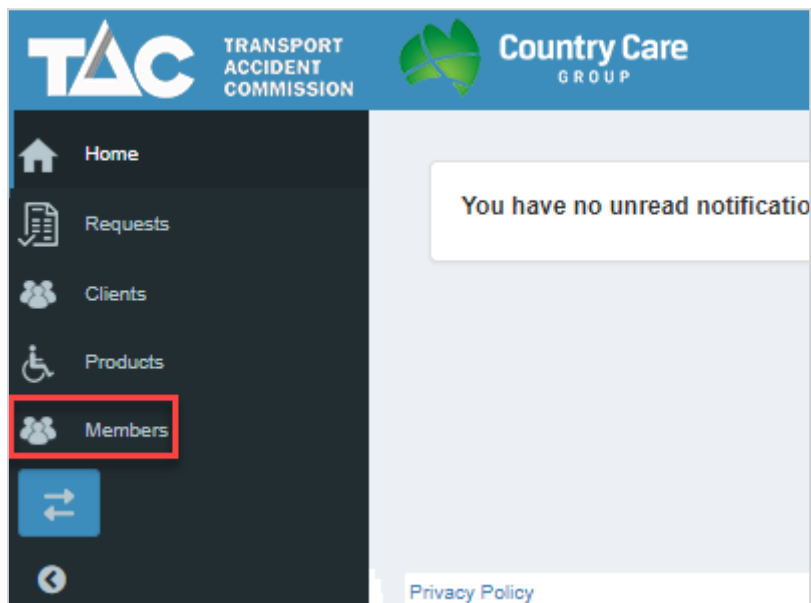
Country Care Group is a national group of service providers that carry the full range of products required to meet the clinical needs of its clients.

The Group consists of privately owned and operated businesses where the owners usually work within the business providing you with the highest level of service possible.

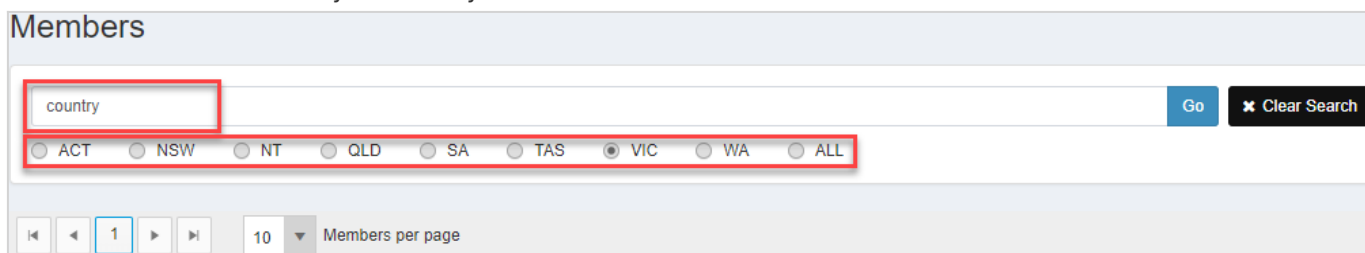
Currently the group has over 80 showrooms and warehouses in various locations across Australia, and operate in excess of 300 delivery vehicles.

Member List and Search

1. Click **Members** in the Side Navigation.



2. You can browse members by state or by search or a combination of both.

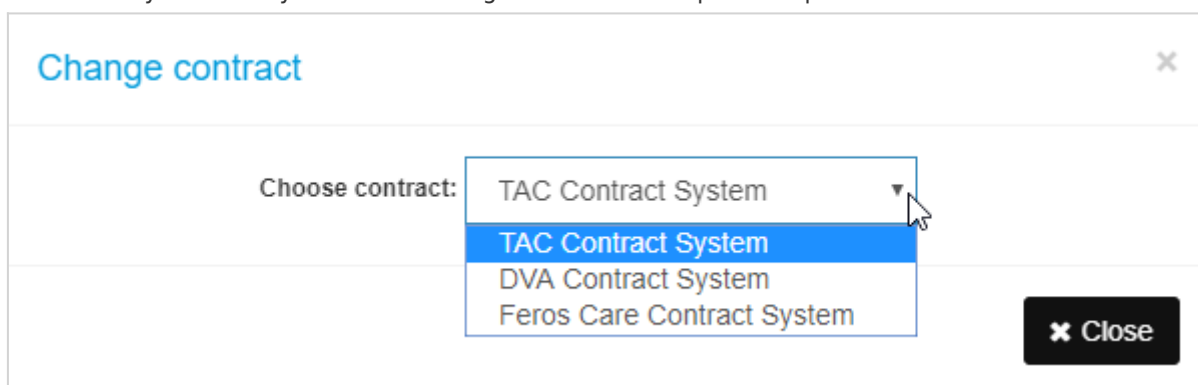


Switch Contracts

1. Click the **Switch Contracts** icon in the Side Navigation.

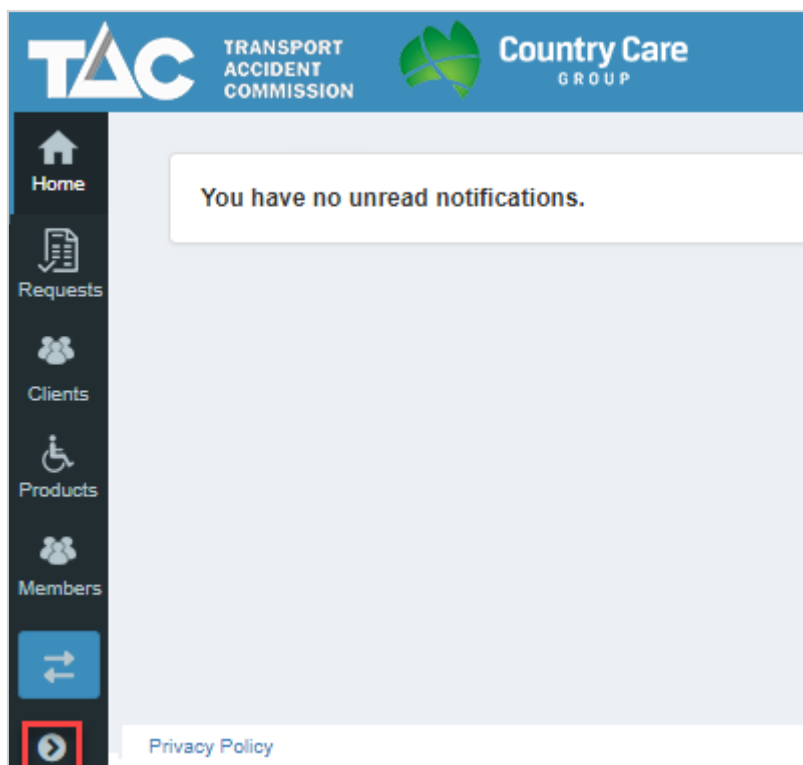


2. Select the system that you want to change to from the drop down options.

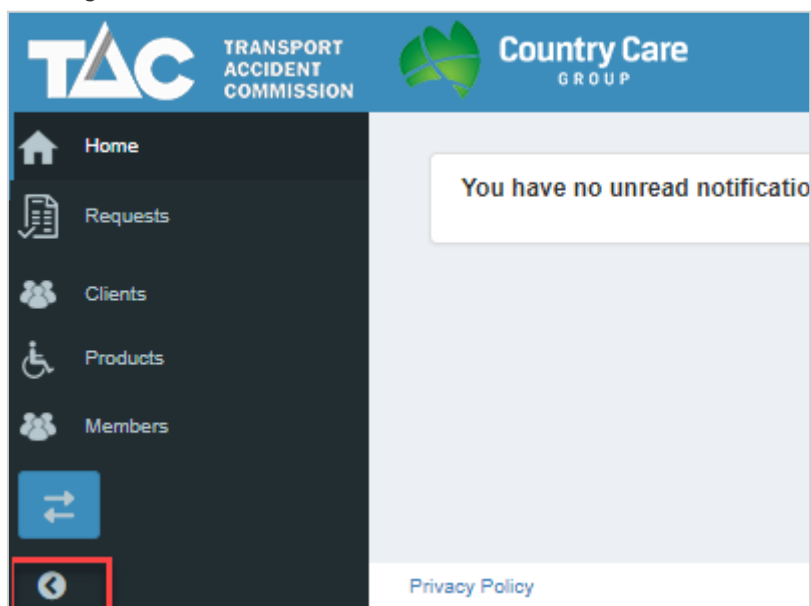


Side Navigation

1. The Side Navigation by default is displayed in its narrow form. Clicking the expand icon will make the menu display in its wide form.

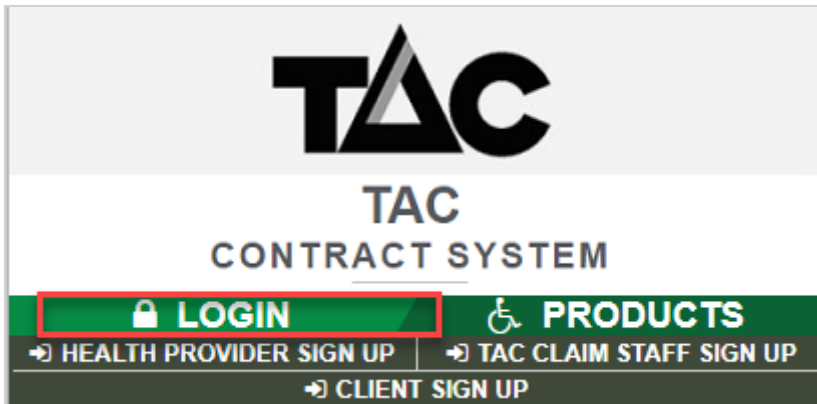


2. When the menu is displayed in its wide form, you can click the retract icon to make the menu display in its narrow form again.



Change or Reset Password

1. Go to ccgcontracts.com.au and click **Login**



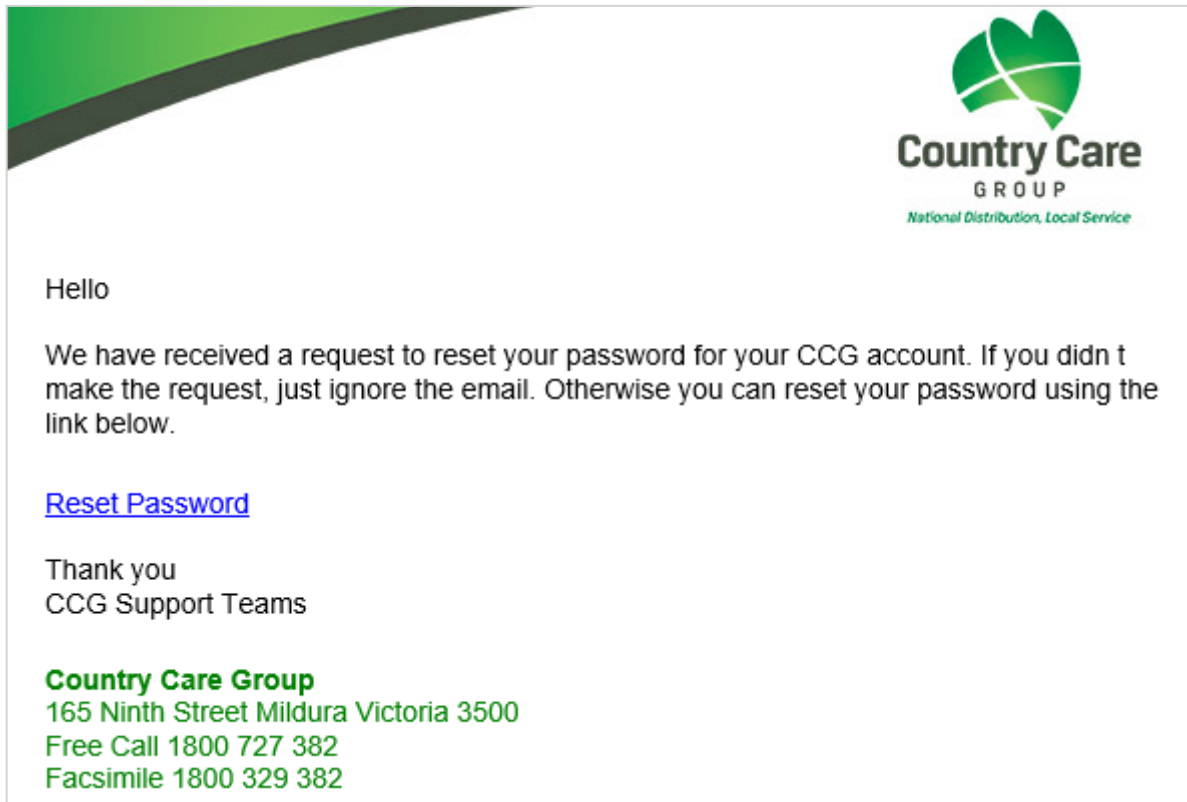
2. Click **Forgot Password?** in the bottom right of the login box.

The image shows a 'Login' form. It has a title 'Login' at the top. Below the title are two input fields: 'Username' and 'Password'. There is a checkbox labeled 'Remember me?'. At the bottom of the form are two buttons: 'Sign in' and 'Forgot password?'. The 'Forgot password?' button is highlighted with a red rectangular box.

3. Enter your Username

The image shows a 'Forgot Password?' form. It has a title 'Forgot Password?' at the top. Below the title is a single input field labeled 'Username'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The 'Submit' button is highlighted with a red rectangular box.

4. An email will be sent to the registered email for the Username. Click the **Reset Password** link in the email.



5. Enter your Username and new Password twice and click **Submit**.

A web form titled "Reset Password". Below the title is a yellow box containing three bullet points: "Password should contain minimum 8 characters.", "Must contain at least one number.", and "Must contain at least one upper case letter." Below this box are three input fields. The first is labeled "Username" and contains the placeholder text "Username". The second is labeled "Password" and contains the placeholder text "Password". The third is labeled "Confirm Password" and contains the placeholder text "Confirm Password". At the bottom right of the form are two buttons: a blue "Submit" button and a black "Cancel" button.

6. Click the link in the confirmation to return to the log in screen.

A confirmation message box titled "Reset Password Confirmation". Below the title, the text reads: "Your password has been reset. Please [click here to log in](#)".

Terminology

Term	Meaning
TAC	Transport Accident Commission
CCG	Country Care Group
Member	Group member of Country Care Group that is responsible for delivery or completion of equipment orders
CCG Contracts	The name given to Country Care Groups electronic ordering platform, and mobile application(s)