



# Transport Accident Commission (TAC)



# Country Care Group (CCG)

## TAC Client User Guide

## CCG Contracts Portal

17th April 2018

copyright © Country Care Group. All rights reserved.  
<http://help.ccgcontracts.com.au/>

The information contained in this document is subject to change without notice.  
This document contains proprietary information which is protected by copyright.  
All rights are reserved. No part of this document may be photocopied, reproduced,  
or translated to another language without the prior written consent of Country Care Group

# Table of Contents

Home .....	1
Transport Accident Commission (TAC) .....	1
Help For Clients .....	1
Getting Started .....	1
About TAC Contract .....	1
Register for contracts portal .....	2
Log into the TAC portal .....	4
Requests .....	5
About Requests .....	5
Request List and Search .....	6
Create a Request .....	7
Add Instructions to a Request .....	10
Add products to a Request .....	11
Add documents to a Request .....	15
Request submission and confirmation .....	16
Products .....	17
About Products .....	17
Product List and Search .....	18
Members .....	20
About Members .....	20
Member List and Search .....	21
Contract Platform .....	22
Side Navigation .....	22
Change or Reset Password .....	23
Terminology .....	25

# 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](http://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](http://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.

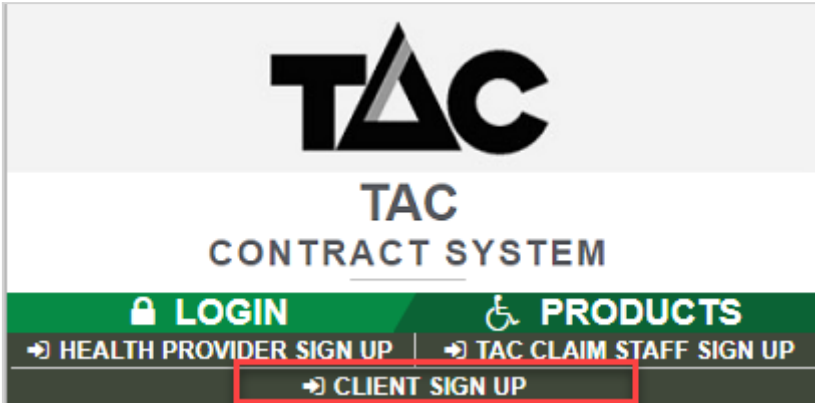
### **Home Modification Services**

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

1. Go to the CCG Contracts home page [ccgcontracts.com.au](http://ccgcontracts.com.au) and click on **Client Signup** for the TAC Contract Systems.



2. Provide your details as shown below.

*\* Country Care Group collects your personal information for the purposes of creating to by law. You can get a copy of the information we hold about you by contacting us*

### TAC Client Details

Title	Mr
Name :*	<input type="text"/>
Surname :*	<input type="text"/>
Claim #:*	<input type="text"/>
Date of Birth	<input type="text"/>
Date of Accident:*	<input type="text"/>
Gender:*	Male
Adress:*	<input type="text"/>
Locality:*	<input type="text"/> <input type="button" value="Q Lookup Locality"/>
State:*	Select State
Post code:*	<input type="text"/>
Phone #	<input type="text"/>
Mobile #	<input type="text"/>

3. Provide your login preferences.

### Login Info

Email:\*

Preferred Username:\*

4. Review your information, select the Captcha check box and click **Register** at the bottom of the window.

### Captcha

I'm not a robot 

reCAPTCHA  
Privacy - Terms

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

Copyright © 2018 Country Care Group. All rights reserved.

5. Country Care Group staff will review your registration and link any existing information.

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

Hello,

Your request submitted on "17/04/2018 10:02:38 AM" to setup an account with Country care group TAC protal has been approved.

**Your Request Details:**

Name: Test Client

Username: TClient

Claim #: 50/123456

Date of Birth: 01/01/1970

Please [click here](#) to complete account setup.

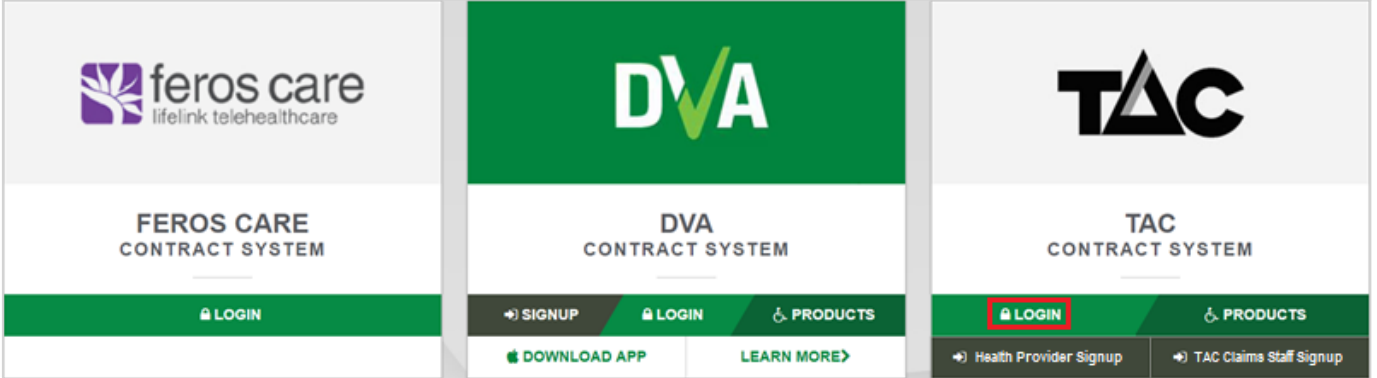
**Country Care Group**  
165 Ninth Street, Mildura, Victoria, 3500,  
Free Call 1800 822 224  
Facsimile 1800 329 382.

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

# Log into the Contracts Portal

## Learn how to login to CCG Contracts Web Portal

1. Go to [ccgcontracts.com.au](http://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.

# 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.

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.

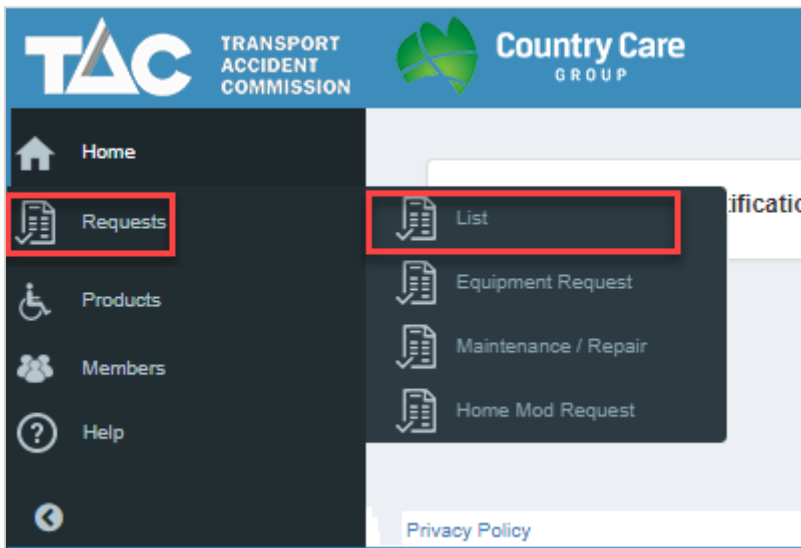
We work alongside Occupational Therapists and Architects whose clients are elderly or mobility impaired to help make their home safe and accessible.

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.

# Request List and Search

1. In the side Navigation, hover the mouse over **Requests** and click **List**.




2. All your requests are listed in reverse order. You can search for a specific request by entering the Request number or Claim Number in the search box.

Requests Home > Requests > List

Search by Request #, Claim #

request #	Claim #	Client	Locality	Date of accident	Created on	Submitted on	Status	Urgency	Order request age
000390	50/123456	Test Client	3500, 3500	01/01/1980	17/04/2018	17/04/2018	Submitted	L3	0d:0h:0m

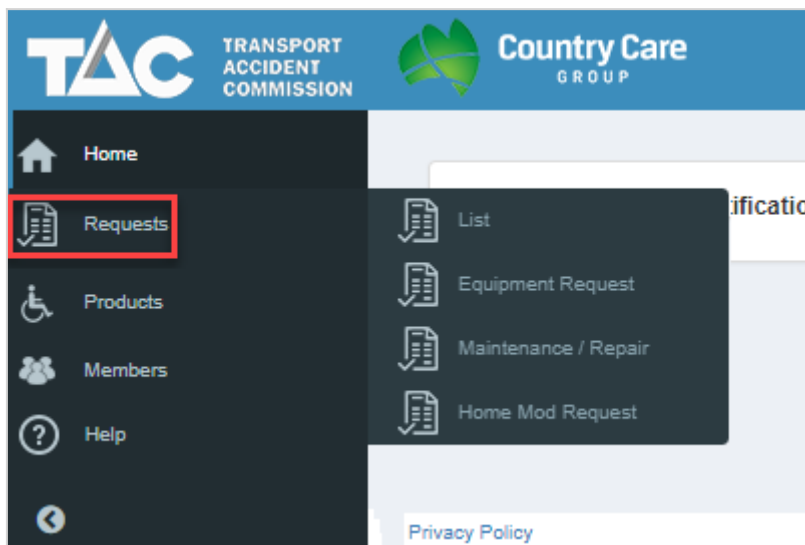
1 20 records per page Showing 1-1 from 1 Orders

All the columns are filterable. You can for instance find orders by Created on by clicking the Filter Icon  and entering the date.



# Create a Request

1. Hover over **Requests** in the left-hand navigation and choose the type of request that you'd like to create. If you need more than one type you can still add the other types to the request.



2. Select the **Preferred Supplier** if you have one.

Order Assignment	
Preferred Supplier:	<input type="text" value="Select"/>

3. The Residential Address details can be overridden if required.

Residential Address	
Address:	<input type="text" value="21 Jump Street"/>
Locality:	<input type="text" value="Mildura"/> <input type="button" value="Lookup Locality"/>
Post code:	<input type="text" value="3500"/>
State:	<input type="text" value="VIC"/>
Phone #:	<input type="text" value="03 1234 5678"/>
Mobile #:	<input type="text" value="0438 123 456"/>

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

**Delivery Address**  Same as residential address

**Contact:**

**Address:** 21 Jump Street

**Locality:** AARONS PASS

**Post code:** 2850

**State:** NSW

**Phone #:** 03 1234 5678

**Mobile #:** 0438 123 456

5. Enter the date that the equipment, repairs or home modifications are required by.

**Order Urgency** **Business Hours: Mon to Fri - 8 AM to 5 PM**

Level 3: 3-10 business days.

Date required by:

Supplier will contact the therapist if date cannot be met.

6. By default, the type of order you selected will be set to "Yes" and the others set to "No". If 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.

If you also have items requiring repair or maintenance or require home modification services, these can be detailed by selecting **Yes** and providing a description of what is required. photos or documents can also be added if the documents section further down.

### Order Details

Would you like order equipment? :  Yes  No

Is equipment required for discharge? :  Yes  No

No.of hire weeks:

Public Hospital

Name of the Hospital:\*

Discharge Date and time:\*

Would you like to repair or service equipment? :  Yes  No

Tips: \* Describe in repairs required. \* Upload photos / Images to the Documents below.

Would you like to request Home Modification / Home Maintenance / Garden Maintenance? :  Yes  No

Tips: \* Describe in as much detail as possible. \* Upload photos/images to the Documents tab.

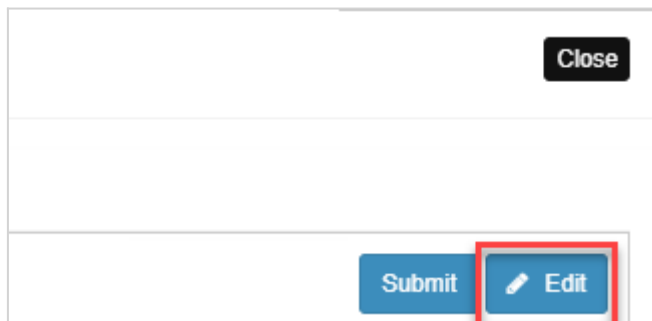
7. Click **Save** at this point to save the Request as "Draft"

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

# Add Instructions to a Request

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

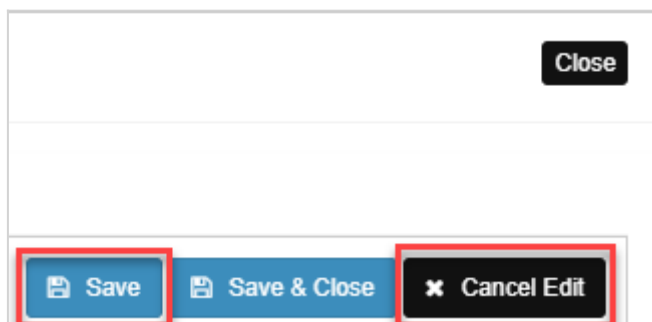
1. Click **Edit** in the top right of the window to enable the entry of Instructions.



Instructions

Mention any instructions that needs to be considered while processing the order request.

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



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

# Add products to a Request

Products can be added to the order using the **Quick Add (All)** button or the **Add Products** button.

If you know the product you require, **Quick Add (All)** provides a fast method for adding the product to the request.

If you don't know exactly what you want, **Add Products** provides a visual catalogue for you to browse.

## Using Quick Add (All)

1. Click the **Quick Add (All)** button
2. Search for the products by Code, Name or Brand.
3. Click the **Add Buy** or **Add Hire** button next to the products you require.
4. Click the **Add Products** button to add the products and return to the request.

### Add Products Close

Search by Code, Name, Brand Go ✕ Clear Search

	Category	Sub Category	Code	Name	Product Group	Brand
<span>+ Add Buy</span> <span>+ Add Hire</span>	BE - Toileting Appliances	BE06 - Over Toilet Frame/Toilet Surround	12247A45	R&R Healthcare Premium Aluminium Over Toilet Frame 450mm Wide	Over Toilet Frame	R & R Healthcare Equipment
<span>+ Add Buy</span>	BE - Toileting Appliances	BE06 - Over Toilet Frame/Toilet Surround	12247A52	R&R Healthcare Premium Aluminium Over Toilet Frame 520mm Wide	Over Toilet Frame	R & R Healthcare Equipment
<span>+ Add Buy</span> <span>+ Add Hire</span>	BE - Toileting Appliances	BE06 - Over Toilet Frame/Toilet Surround	12247A60	R&R Healthcare Premium Aluminium Over Toilet Frame 600mm Wide	Over Toilet Frame	R & R Healthcare Equipment
<span>+ Add Buy</span> <span>+ Add Hire</span>	BE - Toileting Appliances	BE06 - Over Toilet Frame/Toilet Surround	12345	R&R Healthcare Economy To Support Frame	Over Toilet Frame	R & R Healthcare Equipment

+ Add Products ✕ Cancel

# Using Add Products (Visual Catalogue)

1. Click the **Add Products** button.

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
<input 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.

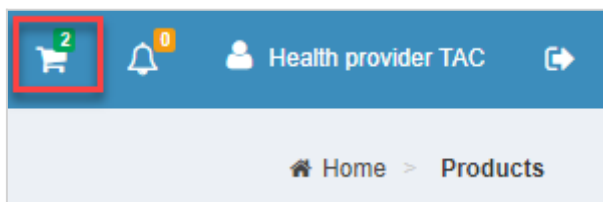
Search by Name, Code    Show favourites only

Category: All

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



Code	Name	Quantity
☆ 31054M	Barwon Mini Lift Chair <span style="background-color: #f8d7da;">Needs approval</span>	<input type="button" value="-"/> 1 <input type="button" value="+"/> <input type="button" value="+ Buy"/> <input type="button" value="+ Hire"/>

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

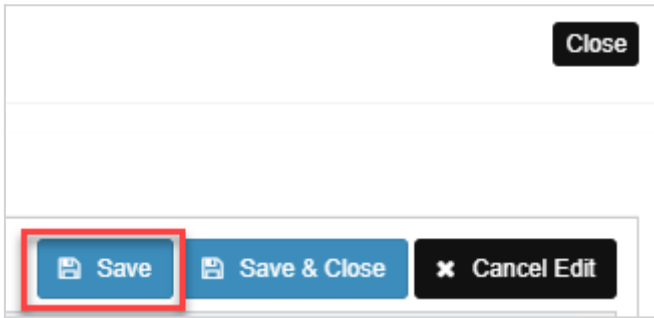


4. Click on the **Continue to order request** button to return to the Order Request.

### Cart

	R&R Healthcare Economy Over Toilet Aid Code: 12247S Qty: 1 Sale Type: Buy	<input type="button" value="✕"/>
	Ellipse 6" Hand Brake Walker Petite Code: 66118 Qty: 1 Sale Type: Hire	<input type="button" value="✕"/>

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



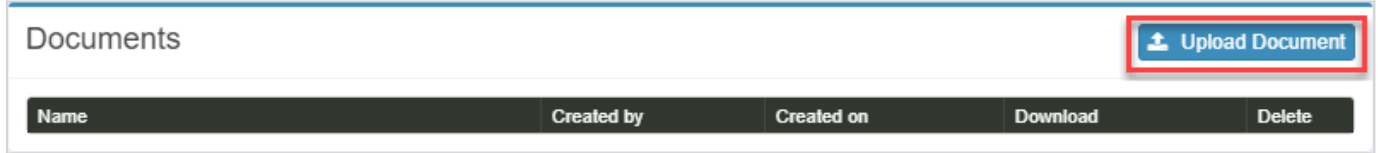
For help on the next section, refer to [Add documents to a Request](#)



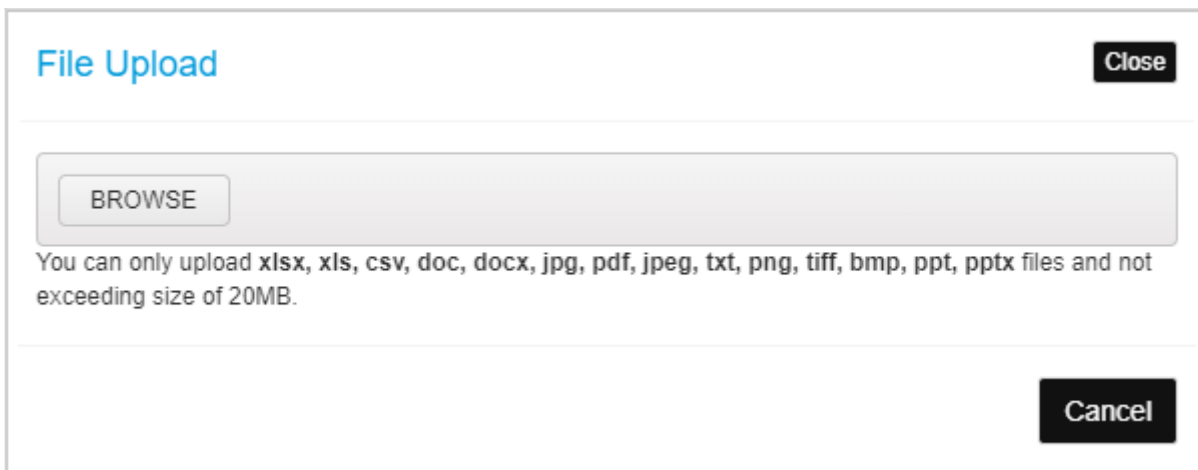
# Add documents to a Request

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

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



The screenshot shows a table titled "Documents" with columns for Name, Created by, Created on, Download, and Delete. A blue button with a document icon and the text "Upload Document" is located in the top right corner of the table area and is highlighted with a red rectangular border.

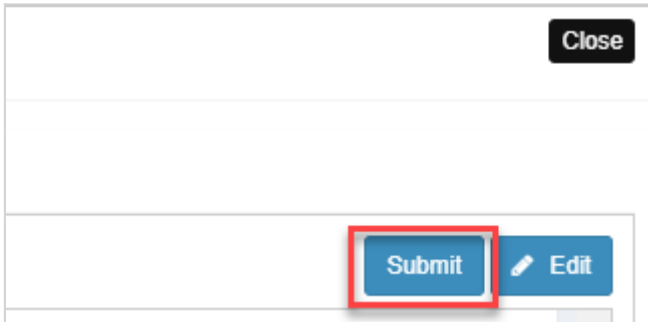


The screenshot shows a "File Upload" dialog box. It has a "Close" button in the top right corner. In the center, there is a large grey button labeled "BROWSE". Below the button, the text reads: "You can only upload xlsx, xls, csv, doc, docx, jpg, pdf, jpeg, txt, png, tiff, bmp, ppt, pptx files and not exceeding size of 20MB." In the bottom right corner, there is a "Cancel" button.

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 interface. At the top right, there 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:** TAC Client  
**Subject:** Order Request #000293 - Graeme BROWN

Hello TAC Client  
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](http://www.countrycaregroup.com.au)

# Products

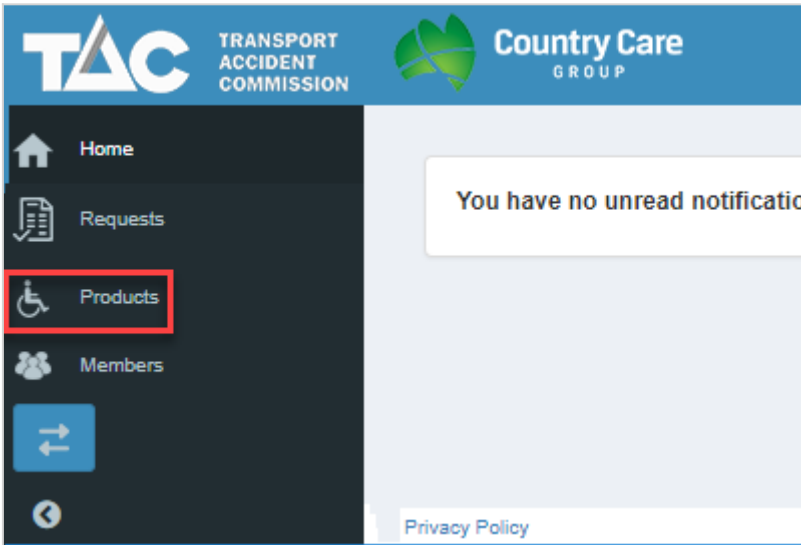
The TAC product catalogue contains a number of products which have been pre-approved by TAC for purchase or hire.

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

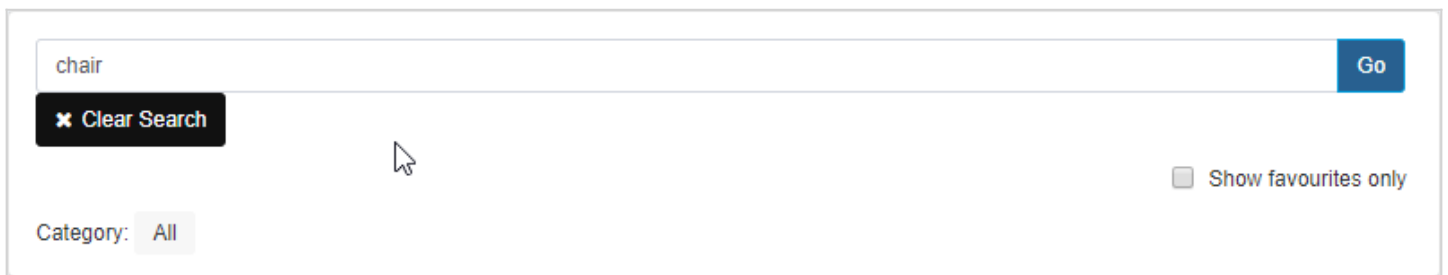
- Beds
- Building Fixtures
- Clothing and Dressing Aids
- Eating and Drinking
- Household Aids
- Hygiene
- Lifting and Transfer
- Scooters
- Seating
- Small Stock
- Walking and Mobility
- Standard Manual Wheelchairs
- Standard Power Wheelchairs
- Wheelchair Accessories

# 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.



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     Show favourites only

Category:

# Members

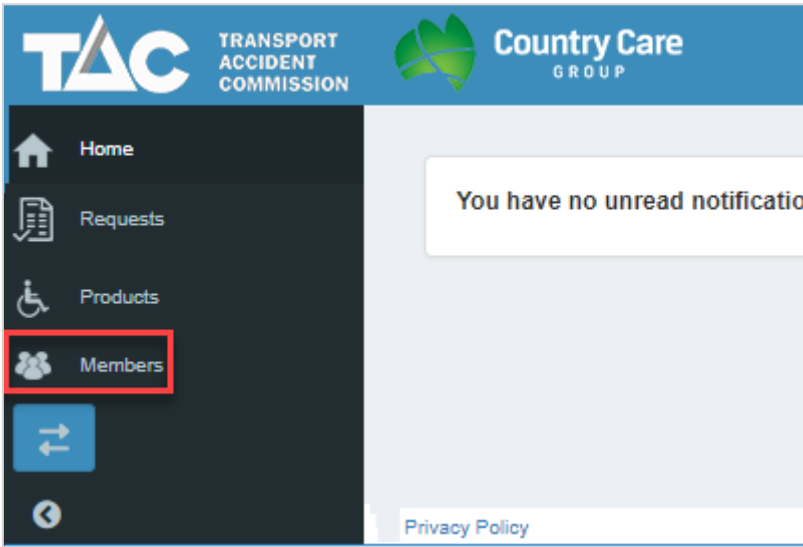
Country Care Group is a national group of service providers that carry the full range of products required to meet the clinical needs of its clients.

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.

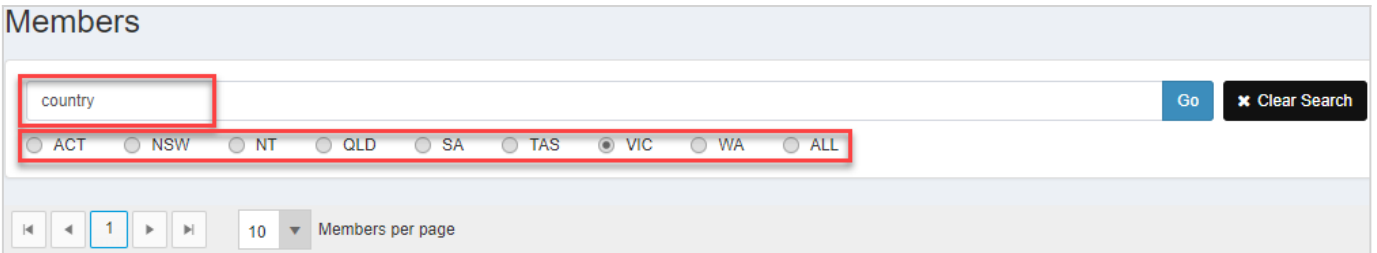
Currently the group has over 80 showrooms and warehouses in various locations across Australia, and operate in excess of 300 delivery vehicles.

# Member List and Search

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

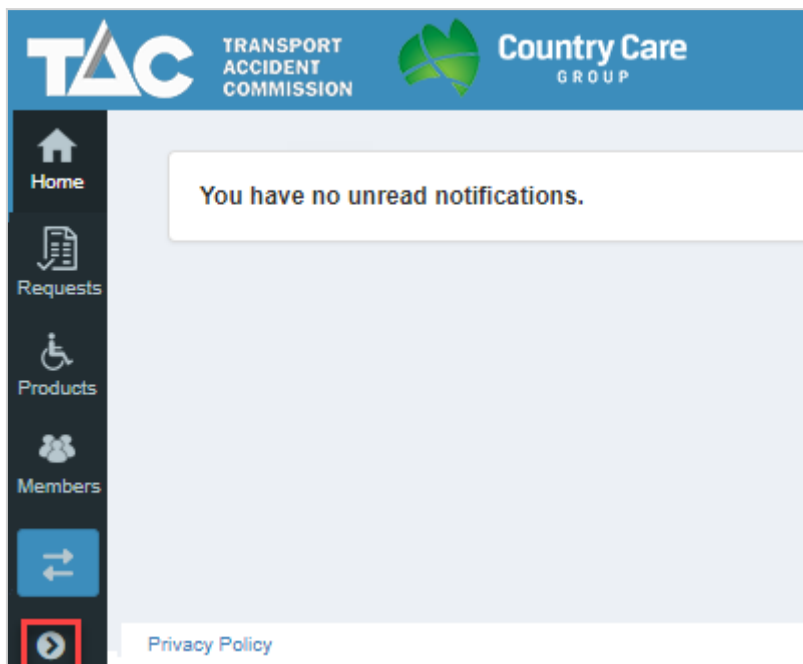


2. You can browse members by state or by search or a combination of both.

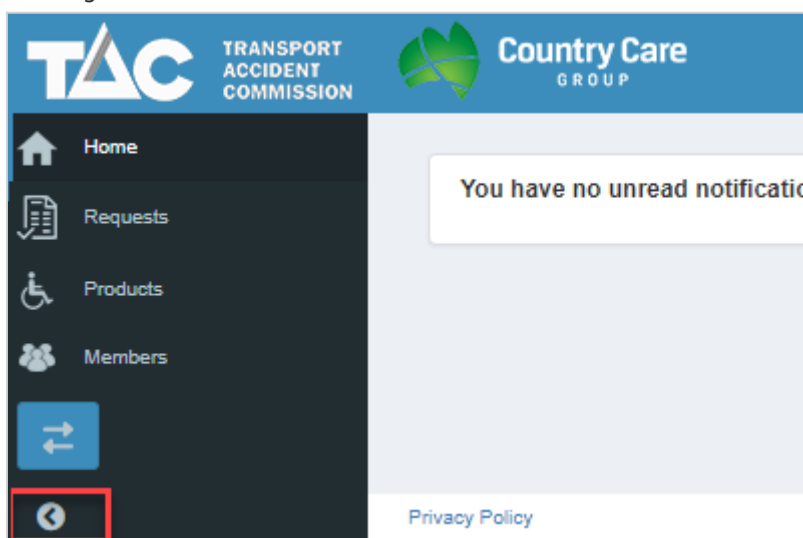


# Side Navigation

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.



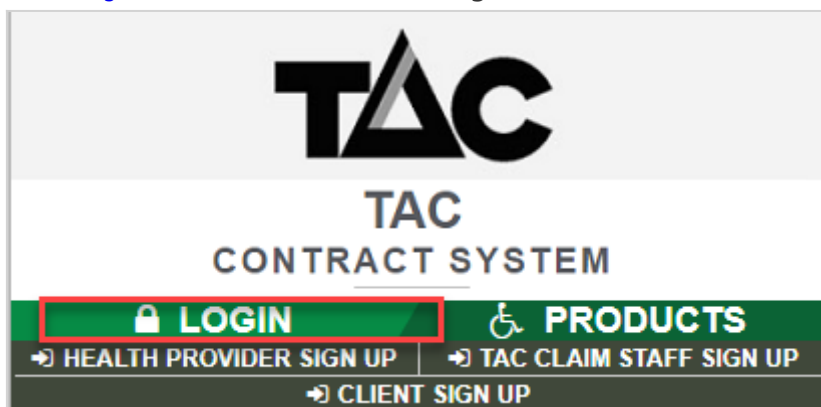
2. When the menu is displayed in its wide form, you can click the retract icon to make the menu display in its narrow form again.



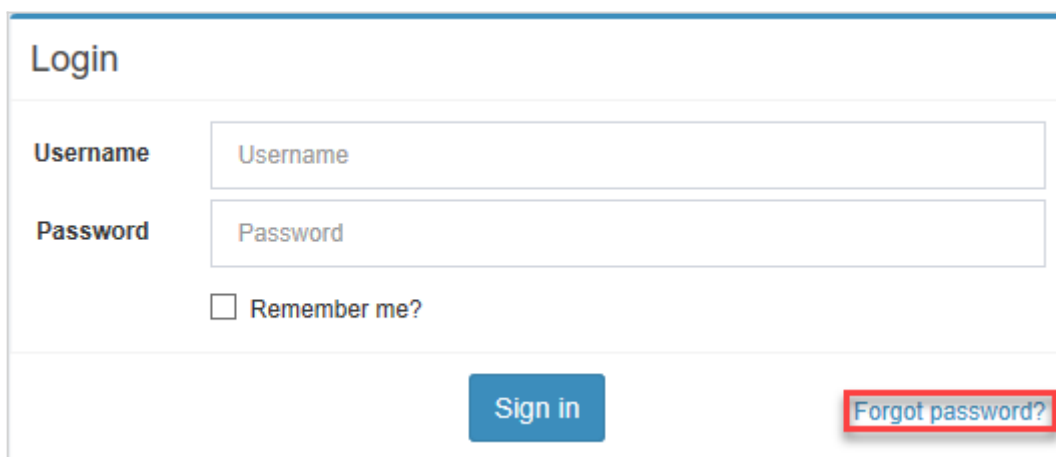


# Change or Reset Password

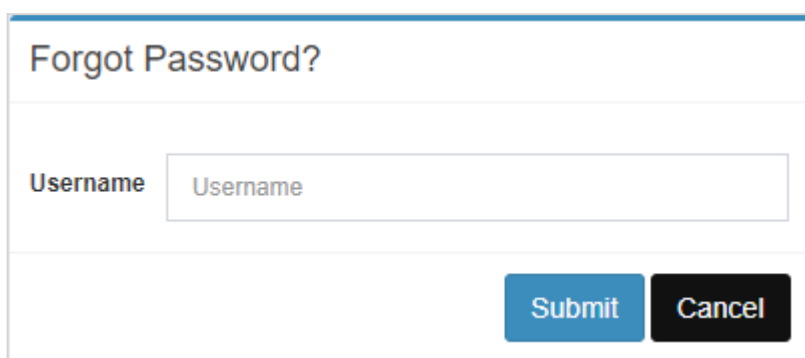
1. Go to [ccgcontracts.com.au](http://ccgcontracts.com.au) and click **Login**



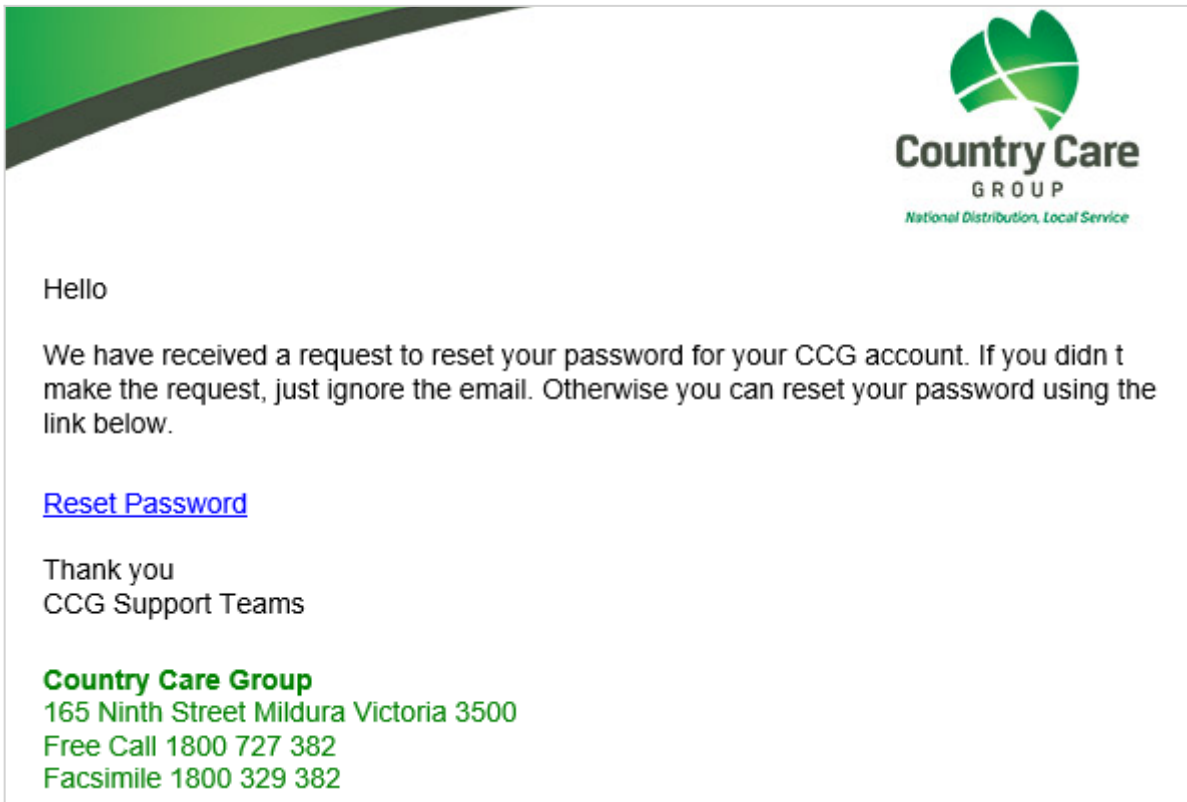
2. Click **Forgot Password?** in the bottom right of the login box.

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 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 an input field labeled 'Username'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The 'Submit' button is highlighted with a red box.

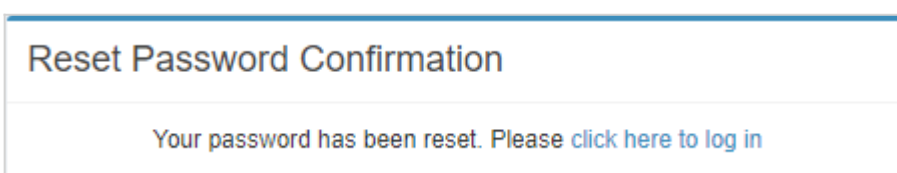
4. An email will be sent to the registered email for the Username. Click the **Reset Password** link in the email.



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

The image shows a web form titled "Reset Password". At the top, there 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 are three input fields: "Username" with a placeholder "Username", "Password" with a placeholder "Password", and "Confirm Password" with a placeholder "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.



# Terminology

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