

Testimonial

“We have found the CARETAG transport module easy to use and Vince, Luke and Harrison have been super supportive and been available to help troubleshoot any issues we have had during rollout.

We had not been able to find a solution to charging for transport under the NDIS framework that was simple for staff and transparent for participants. The transport module enables us to charge for all our delivered transport once a fortnight. If there are any queries about the transport we have delivered we are able to provide details quickly and easily to participants and their families/carers.



I would recommend the transport module to anyone looking for a solution to billing for transport within the NDIS framework.”

Aaron Gall
Chief Operations Officer
REDinc.

Case Study

REDinc (Realising Every Dream) is a not-for-profit community organisation based in Lismore, NSW, established in 1991 by a group of parents of school leavers with disabilities who were concerned at the lack of meaningful options for their children as they transitioned from school.

REDinc delivers a wide range of highly personalised and group disability services delivered by staff who deeply care and who share the belief that everyone deserves to dream and live their best lives.

Located on the North Coast for the past 30 years the organisation provides a multitude of services to help participants achieve their goals.

Following NDIS changes to billing practices, REDinc saw an opportunity to augment their service offering to include transport however the challenges associated with capturing and identifying individual transport charges, especially in a communal trip environment made this opportunity financially unviable – until the CARETAG System came along.

REDinc is now able to automatically capture detailed information pertaining to each individual participant including the driver. Individual distance and time spend during the trip and Google based route mapping for each participant even if sharing a ride, provides accurate and detailed information ready to be billed the moment the trip has been completed. Using smart card technology, this is achieved without any input from any support staff allowing them to concentrate on the wellbeing of the participant.