



Home Care Packages & Group Outings

Frequently Asked Questions (FAQ)

Can Home Care Package funds be used for group outings or transport?

In some cases, **yes**. Home Care Package funds **may be used to reimburse transport costs** when the outing supports the client's care goals, such as social connection, community participation, emotional wellbeing, and maintaining independence.

Approval depends on the individual care plan and the discretion of the Home Care Package provider.

What types of outings may be considered appropriate?

Outings that support wellbeing and social engagement may be considered, including:

- Social lunches and café visits
- Community events and activities
- Markets, shows, and local attractions
- Scenic drives and relaxed day trips
- Group outings organised by clubs or community groups

Each outing is assessed individually by the care provider.

Does the transport provider need to meet safety requirements?

Yes. Many providers require transport services to be compliant and appropriately insured.

Cruisin' With Kylie is:

- A **Registered Bus Operator** under the Bus Safety Act 2009 (Victoria)
 - Operated by a **Heavy Rigid licensed driver**
 - Fully insured
 - Using registered buses with regular safety inspections
 - Operating under a Safety Management System
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How does payment usually work?

The most common process is:

1. The client pays the transport invoice directly
2. An itemised invoice is issued
3. The client submits the invoice to their Home Care Package provider
4. The provider assesses the request for reimbursement

This allows the provider to review each outing against the client's care plan.

Is reimbursement guaranteed?

No. Home Care Package funding **may** be approved for transport, but reimbursement is **not automatic**. Each request is assessed individually by the care provider.

Clients are encouraged to discuss outings with their care manager **before attending**, where possible.

Can carers attend outings as well?

Yes, where appropriate. Some outings may include **carers attending alongside the person they care for**, recognising the value of shared experiences and time out together.

This is always discussed in advance to ensure the outing is suitable and comfortable for everyone involved.

Are there any mobility requirements?

Cruisin' With Kylie does not operate vehicles fitted with wheelchair hoists or specialised mobility equipment.

Outings are therefore best suited to participants who are:

- **Independently mobile**
- **Able bodied**
- Comfortable getting on and off the bus with standard steps

This is discussed openly and respectfully during planning to ensure safety and suitability.

What if a care manager has questions?

Care managers are welcome to contact Cruisin' With Kylie directly for:

- Service details
 - Compliance information
 - Invoice examples
 - Outing suitability discussions
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Who can I contact for more information?



Cruisin' With Kylie Pty Ltd

Phone: 0448 182 272

Email: kylie@cruisinwithkylie.com.au

Providing friendly group transport that supports connection, wellbeing, and enjoying life in the community.