

Holidaytime



Registered NDIS Provider

IF UNDELIVERED PLEASE RETURN TO HOLIDAY EXPLORERS

ISSUE NO. 106 FEBRUARY 2020



Cheering on the Adelaide Strikers



Therese, Elise, Lyndon and Waulice with Michael Naser from the Adelaide Strikers

TOURIST & CARER INFO
please read
IMPORTANT NEWS on page 2

BOOKINGS CLOSE
MON. 16th MARCH 2020

Holiday Explorers 1 Brand Street Beulah Park South Australia 5067

Phone 08 8331 2399 | Fax 08 8331 2644 | Web www.holidayexplorers.com.au | Email travel@holidayexplorers.com.au

VERY IMPORTANT NEWS!!

NATIONAL DISABILITY INSURANCE SCHEME

Registered NDIS provider - 4050011231

Please contact us if we can assist or provide quotes for your Planning or Review meeting.

Please ensure you tell us if you start a new plan so we can update our records and support your goals.

EMAIL COMMUNICATION

Our seasonal newsletter has relevant news and NDIS information for our community. Stay in contact and don't miss out on updates. Sign up via the following link: <http://eepurl.com/qjr7tv>
This link is also available at the bottom of all emails that are sent by HX staff. We have included an abridged version in this Holidaytime.

SENIOR EXPLORER TRIPS

We specifically arrange trips for Tourists over 65 years of age. If you know of someone who is over 65 and is not a NDIS participant we have funding available to provide services. Please contact our Client Coordinators on 8331 2399 for more information.

NOVEL CORONAVIRUS UPDATE

Please take the time to read the important information in the newsletter insert regarding the Coronavirus and what steps Holiday Explorers is taking in managing this situation.

TOURIST & CARER SATISFACTION SURVEY

Thank you to everyone who provided information on the Tourist and Carer Satisfaction Survey. We achieved a pleasing 89% satisfaction rating. We are working to address the feedback provided in the survey. We are always keen to hear your feedback, so please contact us if you have anything you want to share with us.

NEW MEMBER ENQUIRIES

New members and ex-members are welcome to join Holiday Explorers. Please contact our Client Coordinators on 8331 2399 to arrange this.

RESPONSIBILITY: Holiday Explorers (HX) insurance policy provides limited cover for liability that arises from the actions of our participants while on holiday. A copy of our policy is available at our office. HX acts only as a broker for accommodation or transportation providers where such service providers are involved in the holiday. All documents issued in such cases are subject to any and all terms and conditions under which these services are provided. HX take no responsibility for persons while under the auspices of the principal provider of travel rights. HX is a non-profit organisation which does not carry on the business of a Travel Agent and is not a member of any travel industry compensation fund.

HX recommends Tourists have appropriate health insurance, ambulance cover and travel insurance.

HOW TO BOOK A TOUR

- Please complete the enclosed Booking Form and mail, email or fax it us.
- **Bookings for holidays in this issue are due by 4pm Monday 16th March**
- We allocate holidays according to people's requests, preferences and to establish compatible tour groups. (*Please ensure you put your first preference 1st*)
- **All bookings are tentative until you receive written confirmation** by way of an itinerary for your holiday. You must **pay the Fees and do a Service Booking (if required) by the due date, specified in your itinerary to secure your place on your holiday.** Other payments and due dates will be specified on the itinerary. Refer to page 7 and your Service Agreement for more details.
- The dates we send itineraries are listed on page 5 and on the Booking Form.
- You may continue to enquire about holidays after the booking period has closed as there may be vacancies and cancellations. Such requests are placed on our 'standby list'. Please also check www.bcause.com.au for our other holiday options.
- **Some longer holidays have a compulsory Pre-tour meeting**, except for Tourists living in country areas who may have a phone briefing instead. Pre-tours are indicated with a "P" in the corner of the holiday box.
- If you have any questions about making a booking please phone Holiday Explorers on 8331 2399.

BOOKINGS CLOSE: Mon 16th March 2020



NEXT ISSUE NO. 107

Our next issue of *Holidaytime* will be sent to you in **June 2020**

Tourists must be financial members to receive their copy of *Holidaytime* and to make a booking.

Please direct any Membership enquiries to our Client Coordinators Ph: 8331 2399.

Membership criteria available on our website:

www.holidayexplorers.com.au

YOUR CONDITIONS OF MEMBERSHIP

Tourists and their carers need to be aware of our Conditions of Membership and Holiday Explorers Service Agreement. We've highlighted some on page 7 and a complete copy is provided with your membership information and Service Agreement.

ONE DAY TOURS

THEATRE MUSICAL: MAMMA MIA

We'll go to The Shedley Theatre and see this world famous musical based on ABBA's greatest hits, including *Dancing Queen* and *Take a Chance on Me*. It will get us all dancing in the aisles.

DT20-42 **Saturday, April 4 Total = \$257**

NDIS Payment = \$232
NDIS Client Gap = \$25

or

HX direct funded = \$182
Non NDIS Client Gap = \$75



MONARTO ZOO AND GIRAFFE FEEDING

Go on the Monarto Zoo guided bus tour, then our group joins a special up close encounter with the giraffes including feeding them! This will be an experience to remember.

DT20-50 **Saturday, June 13 Total = \$302**

NDIS Payment = \$232
NDIS Client Gap = \$70

or

HX direct funded = \$182
Non NDIS Client Gap = \$120



CLUB COOL! MUSIC AT THE GOV'

Have fun dancing the afternoon away while listening to local talented artists perform at the Governor Hindmarsh Hotel.

DT20-43 **Sunday, April 19 Total = \$242**

NDIS Payment = \$232
NDIS Client Gap = \$10

or

HX direct funded = \$182
Non NDIS Client Gap = \$60



THUNDERBIRDS NETBALL

See the Adelaide Thunderbirds take on the NSW Swifts at Priceline Stadium. We'll enjoy lunch before the game.

DT20-51 **Sunday, June 14 Total = \$257**

NDIS Payment = \$232
NDIS Client Gap = \$25

or

HX direct funded = \$182
Non NDIS Client Gap = \$75



BAROSSA HIGH TEA

It will be a leisurely day as we enjoy High Tea in the Barossa Valley. We will enjoy fancy sandwiches, scones and cakes and relax while enjoying each others company.

SE20-11 **Sunday, April 26** (for over 60 year olds) **Total = \$282**

NDIS Payment = \$232
NDIS Client Gap = \$50

or

HX direct funded = \$182
Non NDIS Client Gap = \$100



STEAMRANGER: COCKLE TRAIN

Take a ride on the old 'Cockle' train from Goolwa to Victor Harbor. Enjoy lunch on the coast and explore this beautiful area.

SE20-13 **Wednesday, June 17** (for over 60 year olds)

DT20-54 **Sunday, June 21 Total = \$262**

NDIS Payment = \$232
NDIS Client Gap = \$30

or

HX direct funded = \$182
Non NDIS Client Gap = \$80



PS OSCAR W CRUISE

We'll drive to Goolwa and go for a cruise on the P.S. Oscar W paddle steamer. We will enjoy lunch near the coast.

DT20-44 **Sunday, May 3 Total = \$257**

NDIS Payment = \$232
NDIS Client Gap = \$25

or

HX direct funded = \$182
Non NDIS Client Gap = \$75



DISNEY ON ICE: DARE TO DREAM

This is a high energy show with ice skating, dancing and singing to celebrate some of your favourite Disney princesses.

DT20-52 **Sat, June 20** or DT20-53 **Sun, June 21 Total = \$282**

NDIS Payment = \$232
NDIS Client Gap = \$50

or

HX direct funded = \$182
Non NDIS Client Gap = \$100



CAPRI THEATRE TOUR

We will go on a tour of the heritage listed Capri Theatre and listen to a demonstration of the amazing pipe organ.

SE20-12 **Friday, May 8** (for over 60 year olds) **Total = \$215**

NDIS Payment = \$200
NDIS Client Gap = \$15

or

HX direct funded = \$150
Non NDIS Client Gap = \$65



ADELAIDE COUNTRY MUSIC CLUB

Clap your hands, tap your feet, try line dancing and enjoy great Country Music and lunch with the club members.

DT20-55 **Sunday, July 5 Total = \$242**

NDIS Payment = \$232
NDIS Client Gap = \$10

or

HX direct funded = \$182
Non NDIS Client Gap = \$60



THEATRE MUSICAL: LEGALLY BLONDE

Based on the hit movie, this musical at the Arts Theatre, tells the story of Elle Woods as she goes to Harvard Law School.

DT20-45 **Saturday, May 9 Total = \$267**

NDIS Payment = \$232
NDIS Client Gap = \$35

or

HX direct funded = \$182
Non NDIS Client Gap = \$85



BALLET: ANNA KARENINA

See this amazing version of a classic ballet, along with great music and costumes, at the Festival Theatre.

SE20-14 **Wednesday, July 8** (for over 60 year olds) **Total = \$295**

NDIS Payment = \$200
NDIS Client Gap = \$95

or

HX direct funded = \$150
Non NDIS Client Gap = \$145



AFL: ADELAIDE CROWS V FREMANTLE DOCKERS

It's footy season time, so show off your footy team colours at Adelaide Oval and see the Crows take on the Dockers! We will enjoy lunch at the game.

DT20-46 **Saturday, May 9 Total = \$282**

NDIS Payment = \$232
NDIS Client Gap = \$50

or

HX direct funded = \$182
Non NDIS Client Gap = \$100



THEATRE MUSICAL: PRISCILLA

We will go see the musical spectacular "Priscilla Queen of the Desert" with a busload of attitude, outrageous costumes and characters at the Arts Theatre.

DT20-56 **Sat, July 11** or DT20-58 **Sat, July 18 Total = \$267**

NDIS Payment = \$232
NDIS Client Gap = \$35

or

HX direct funded = \$182
Non NDIS Client Gap = \$85



BALLET: BEAUTY AND THE BEAST

Performed by the Victorian State Ballet Company at the Hopgood Theatre in Noarlunga, this ballet is based on the traditional fairy-tale story with amazing costumes and music.

DT20-47 **Sunday, May 24 Total = \$272**

NDIS Payment = \$232
NDIS Client Gap = \$40

or

HX direct funded = \$182
Non NDIS Client Gap = \$90



AFL: PORT POWER V GOLD COAST SUNS

It's footy season time, show off your footy team colours at Adelaide Oval and see the Power take on the Suns! We will enjoy lunch at the game.

DT20-57 **Sunday, July 12 Total = \$282**

NDIS Payment = \$232
NDIS Client Gap = \$50

or

HX direct funded = \$182
Non NDIS Client Gap = \$100



CIRQUE DU SOLEIL "KURIOS"

The excitement of Cirque du Soleil returns with their big top tent at the Adelaide Showgrounds. Prepare to be amazed at this show with a magical inventor who turns the world upside down.

DT20-48 **Sun, May 31** or DT20-49 **Sun, June 7** *June L/W* **Total = \$312**

NDIS Payment = \$232
NDIS Client Gap = \$80

or

HX direct funded = \$182
Non NDIS Client Gap = \$130



PORT RIVER DOLPHIN CRUISE

We will board the boat and cruise along the Port River to see the local dolphins. Watch the scenery while enjoying a delicious lunch on board.

DT20-59 **Sunday, July 19 Total = \$262**

NDIS Payment = \$232
NDIS Client Gap = \$30

or

HX direct funded = \$182
Non NDIS Client Gap = \$80



WEEKEND HOLIDAYS - PART 1

ANIMAL EXPO AND WILDLIFE PARK

If you love animals, you'll love this weekend. Learn all about pets and maybe meet Dr Harry or other experts at the expo. We'll also visit Gorge Wildlife Park and see the Koalas.

WA20-43 **Sat - Sun, April 4 - 5 Total = \$958**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$30		Non NDIS Client Gap = \$180



MEDIEVAL FAIR

Go back in time and experience life in a medieval village. Castles, costumes, Kings, Queens, jousting, knights and villains. Enjoy other fun activities in the Adelaide Hills over the weekend too.

WA20-50 **Sat - Sun, May 2 - 3 Total = \$958**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$30		Non NDIS Client Gap = \$180



ASO PERFORMS "STAR WARS"

Experience the Adelaide Symphony Orchestra, at the Adelaide Entertainment Centre as they perform the music of *Star Wars: Return of the Jedi* while the movie is playing on a huge screen.

WA20-44 **Sat - Sun, April 18 - 19 Total = \$998**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$70		Non NDIS Client Gap = \$220



JOHNNY CASH THE CONCERT

We'll see Jeff Carter and Brooke McMullen perform this tribute to Johnny Cash and June Carter at Thebarton Theatre. We'll visit Adelaide tourist attractions as well.

WN20-12 **Thur - Fri, May 7 - 8 Total = \$855**

NDIS Payment = \$800	or	HX direct funded = \$650
NDIS Client Gap = \$55		Non NDIS Client Gap = \$205



SWAN REACH CLASSIC CARS AND MUSIC FESTIVAL

We'll drive to Swan Reach for their Classic Car and Music Festival. We will listen to Rock'n'Roll music as we check out the cars and motorbikes. We'll visit local tourist attractions too.

WA20-45 **Sat - Sun, April 18 - 19 Total = \$968**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



ROCK 'N' ROLL BIRTHDAY DANCE

Dress up and dance the night away with the Adelaide Rock 'n' Roll Club. We'll have a dance lesson on Saturday morning to learn new dance moves to practice that night.

WA20-51 **Sat - Sun, May 9 - 10 Total = \$958**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$30		Non NDIS Client Gap = \$180



JETTY FISHING

We try our hand at fishing from a jetty. We'll try to find the best fishing spots along the Adelaide coastline. We will stay by the beach and go sightseeing.

WA20-46 **Sat - Sun, April 18 - 19 Total = \$968**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



AFL POWER AND THUNDERBIRDS NETBALL

One for the sports fans. Watch the Power play Brisbane Lions on Saturday at Adelaide Oval. Then see the Thunderbirds play the Collingwood Magpies at Priceline Stadium on Sunday.

WA20-52 **Sat - Sun, May 16 - 17 Total = \$978**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$50		Non NDIS Client Gap = \$200



BAROSSA BOWLING AND MINI GOLF

On the way to the Barossa we can visit the Whispering Wall and other sights, then it is time for our "tournament weekend". Who will be our champions after Ten Pin Bowling and Mini Golf?

WA20-47 **Sat - Sun, April 25 - 26 Anzac Day Wknd Total = \$968**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



AFL: GO CROWS!

It's that time of year again. Watch the Crows play Carlton at Adelaide Oval. We may see a local SANFL game or have a game of our own in the park too.

WA20-53 **Sat - Sun, May 23 - 24 Total = \$973**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$45		Non NDIS Client Gap = \$195



ADELAIDE HILLS MARKETS

Ready for a relaxing weekend in the Adelaide Hills! We can choose from the different community markets, visit Stirling and Hahndorf and enjoy some shopping.

WA20-48 **Sat - Sun, April 25 - 26 Anzac Day Wknd Total = \$968**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



HILLS TRAIN AND FARM BARN

Take a nostalgic ride on the 'BUGLE RANGER' train from Mt Barker to Philcox Hill. We'll also visit the Farm Barn animal show and tour the Adelaide Hills.

WA20-54 **Sat - Sun, May 23 - 24 Total = \$968**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



AFL FOOTBALL: GO POWER!

Time to show your true footy colours and watch the Power take on Western Bulldogs at the Adelaide Oval. We may see a SANFL game and have lunch at the Port Club with our footy mates.

WA20-49 **Sat - Sun, April 25 - 26 Anzac Day Wknd Total = \$973**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$45		Non NDIS Client Gap = \$195



Medication: It is important the medication that a Tourist arrives with at the start of trip matches what was advised when updating the Brief Sheet. As per HX and Government Medication Management Requirements it is important it is correct. If there are changes to medication after updating their Brief Sheet, please contact the office. If a Tourist is unable to travel due to incorrect medication they will forfeit their right to a full refund.

What if a tourist is sick before a holiday?

It is the Key Contact's responsibility to ensure that their tourist is fit to travel. If a Tourist is not at their full health, and showing signs and symptoms of a cold/flu or have been unwell in the 7 days before the trip, they may require a doctor's clearance to travel. Please ensure you contact the office ASAP to discuss clearance to travel.

If Support Staff feel you are showing symptoms of a contagious illness, they will contact HX staff to confirm if you can travel or not. If unwell and unable to travel the right to a full refund will be forfeited.

Due to our Duty of Care, flu like symptoms are treated seriously to help prevent spreading even minor contagious conditions as it could be risky to other people on the trip with a compromised immune system. HX complies with SA Health Guidelines.

WEEKEND HOLIDAYS - PART 2

BEE GEES TRIBUTE SHOW

We'll relive the highlights of the Bee Gees with Colin "Smiley" Petersen from the original band. There will be classic songs from the 60's and 70's to have us dancing at Thebarton Theatre. We'll visit other Adelaide tourist attractions too.

WA20-55 **Sat - Sun, May 30 - 31 Total = \$998**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$70		Non NDIS Client Gap = \$220



THEATRE MUSICAL: SIX THE MUSICAL

Inspired by Henry VIII, his six wives and the queens of pop from Beyoncé to Adele, this show will have us dancing in the aisles at Her Majesty's Theatre. We'll tour Adelaide tourist attractions over the weekend as well.

WA20-61 **Sat - Sun, June 27 - 28 Total = \$988**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$60		Non NDIS Client Gap = \$210



BOTANIC GARDENS AND HIMEJI GARDENS

A great weekend of being outdoors. We will visit the Adelaide Botanic Gardens to see the many plants and gardens. We will visit the Himeji Gardens and to see Japanese style gardens.

WA20-56 **Sat - Sun, May 30 - 31 Total = \$968**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



MURRAY BRIDGE AND MONARTO

See Monarto Zoo's wild animals up close on a guided bus tour and go for a walk along the nature trail. We'll tour the historic town of Mannum and maybe go for a cruise on the Murray River.

WA20-62 **Sat - Sun, June 27 - 28 Total = \$968**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



STATE OF ORIGIN RUGBY

Rugby League State of Origin is coming to Adelaide! We'll watch New South Wales take on Queensland in this great sporting event. We'll enjoy other sports activities over the two days.

WN20-13 **Wed - Thur, June 3 - 4 Total = \$910**

NDIS Payment = \$800	or	HX direct funded = \$650
NDIS Client Gap = \$110		Non NDIS Client Gap = \$260



THEATRE MUSICAL: THE WORLD OF MUSICALS

This show will bring the best of musical theatre to life at Her Majesty's Theatre. There will be songs from Mamma Mia, Phantom of the Opera, Cats and many more.

WA20-63 **Sat - Sun, July 4 - 5 Total = \$998**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$70		Non NDIS Client Gap = \$220



CIRQUE DU SOLIEL "KURIOS"

The excitement of Cirque du Soleil returns with their big top tent at the Adelaide Showgrounds. Prepare to be amazed at this show with a magical inventor who turns the world upside down, as we see acrobats, dancers and trapeze artists.

WA20-57 **Sat - Sun, June 6 - 7 June L/W Total = \$1,008**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$80		Non NDIS Client Gap = \$230



ELVIS TRIBUTE SHOW

This amazing tribute concert "Elvis - If I can Dream" by Mark Anthony at Thebarton Theatre celebrates the musical journey of Elvis Presley. We'll tour Adelaide tourist attractions over the weekend too.

WA20-64 **Sat - Sun, July 4 - 5 Total = \$998**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$70		Non NDIS Client Gap = \$220



VICTOR HARBOR WHALE WATCHING AND OSCAR W CRUISE

We'll stay near the coast and see if we are able to watch any whales from the shore. We will go for a ride on the P.S. Oscar W paddle steamer and more.

WA20-58 **Sat - Sun, June 13 - 14 Total = \$968**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



BE A CHEF

It is our turn to have a go at being 'Master Chefs', and cook a banquet for the group to enjoy. We'll visit the local market to buy fresh produce and have a food tasting as well.

WA20-65 **Sat - Sun, July 11 - 12 Total = \$963**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$35		Non NDIS Client Gap = \$185



DISNEY ON ICE: DARE TO DREAM

We'll see the Entertainment Centre transformed into an ice rink. This high energy skating and dancing show celebrates some of our favourite Disney Princesses. We'll enjoy other Adelaide attractions over the weekend.

WA20-59 **Sat - Sun, June 20 - 21 Total = \$978**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$50		Non NDIS Client Gap = \$200



HOLIDAY ITINERARY TIMING FOR #106

If a holiday is **NOT** offered to you, a letter with this advice will be sent by the **14th April 2020**.

If a holiday **IS** offered to you, an itinerary for that holiday will be sent as per the dates below.

- **April** itineraries to be sent by **27th March 2020**
- **May** itineraries to be sent by **17th April 2020**
- **June** itineraries to be sent by **8th May 2020**
- **July** itineraries to be sent by **29th May 2020**

Please pay by the due date on your itinerary to confirm your acceptance or call us asap if you don't wish to go so we can offer the holiday to someone else.

ICE SKATING AND ICE HOCKEY

At the Adelaide Ice Arena we will see the Adelaide Adrenaline play ice hockey, a fast and exciting game. We'll go ice skating at transformed Mosely Square at Glenelg and enjoy other winter activities too.

WA20-60 **Sat - Sun, June 27 - 28 Total = \$973**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$45		Non NDIS Client Gap = \$195



LONGER HOLIDAYS FROM 3 TO 10 DAYS

SOME LONGER TRIPS HAVE A **PRE-TOUR** MEETING, AS INDICATED BY A **P** IN THE CORNER OF THE HOLIDAY BOX. TOURISTS AND AT LEAST ONE CARER **MUST** ATTEND THIS MEETING, (*EXCEPT FOR COUNTRY RESIDENTS*). PLEASE CONSIDER THIS WHEN SELECTING TRIPS. (Details are included in the itineraries)

EASTER: BRIGHTON - 5 DAYS

We'll stay by the beach, and enjoy a relaxing Easter. We'll join in the local Easter festivities including going to Easter Markets and the annual Kite Festival.

HX20-13 **Fri - Tues, April 10 - 14 Total = \$2,738**

NDIS Payment = \$2,538	or	HX direct funded = \$2,088
NDIS Client Gap = \$200		Non NDIS Client Gap = \$650



PAINTED SILOS COACH TRIP - 4 DAYS

This coach trip will take us along the trail of Painted Silos in Victoria to see these amazing works of art. We'll stay at Horsham and visit places like Karoonda, Keith, Tailem Bend and Rupanyup.

CT20-07 **Tues - Fri, May 26 - 29** (for over 60 year olds) **Total = \$2,410**

NDIS Payment = \$1,800	or	HX direct funded = \$1,450
NDIS Client Gap = \$610		Non NDIS Client Gap = \$960



EASTER: PROUD MARY - 3 DAYS

This is a great way to celebrate Easter. The Proud Mary is an old Paddle Cruiser with great viewing decks and fine dining for cruising along the River Murray between Murray Bridge and Mannum. There are activities on the riverbank along the way.

CT20-04 **Fri - Sun, April 10 - 12 Total = \$1,876**

NDIS Payment = \$1,566	or	HX direct funded = \$1,316
NDIS Client Gap = \$310		Non NDIS Client Gap = \$560



CIRQUE DU SOLIEL "KURIOS" - 3 DAYS

The excitement of Cirque du Soleil returns with their big top tent at the Adelaide Showgrounds. Prepare to be amazed at this show with a magical inventor who turns the world upside down, as we see acrobats, dancers and trapeze artists.

LWA20-17 **Sat - Mon, June 6 - 8** June L/W **Total = \$1,686**

NDIS Payment = \$1,566	or	HX direct funded = \$1,316
NDIS Client Gap = \$120		Non NDIS Client Gap = \$370



'MURRAY RIVER MAGIC' COACH TRIP - 6 DAYS

This is a relaxing trip with Holiday Wonders, touring the towns along the Murray in a luxury coach. We stay in Mildura and Swan Hill and visit other places like Kingston on the Murray, Wentworth, Sea Lake and Lake Tyrell.

CT20-05 **Tues - Sun, April 28 - May 3 Total = \$4,372**

NDIS Payment = \$2,992	or	HX direct funded = \$2,442
NDIS Client Gap = \$1,380		Non NDIS Client Gap = \$1,930



BIKE RIDING AND HIKING AT MELROSE - 3 DAYS

We'll drive to Melrose and stay in cabins near the national park. We'll have a practice ride and then go on half day rides on mountain bikes (bikes and helmets provided). We may take a short hike part way up Mt Remarkable.

LWA20-18 **Fri - Sun, June 12 - 14 Total = \$1,685**

NDIS Payment = \$1,560	or	HX direct funded = \$1,310
NDIS Client Gap = \$125		Non NDIS Client Gap = \$375



RIVERLAND ROCK 'N' ROLL FESTIVAL - 3 DAYS

A festival of great Rock 'n' Roll bands and dancing in Waikerie and Barmera. Dance demos and cars from the 50's and 60's on display. We'll also tour other River Murray tourist attractions.

LWA20-14 **Fri - Sun, May 1 - 3 Total = \$1,640**

NDIS Payment = \$1,560	or	HX direct funded = \$1,310
NDIS Client Gap = \$80		Non NDIS Client Gap = \$330



BIKE RIDING AND CAMPING - 3 DAYS

Camp at Melrose Caravan Park, ride mountain bikes (bikes and helmets provided), sleep in large Safari tents, (BYO sleeping bag), cook in the camp kitchen and BBQ.

LWA20-19 **Fri - Sun, June 12 - 14 Total = \$1,635**

NDIS Payment = \$1,560	or	HX direct funded = \$1,310
NDIS Client Gap = \$75		Non NDIS Client Gap = \$325



'OPALS TO ALICE' COACH TRIP - 8 DAYS

A True Blue adventure with Holiday Wonders, we travel to the Opal mining town of Coober Pedy. We will then continue to Alice Springs for the outback experience. We will go to Uluru for a sunrise breakfast and return for the famous sunset.

CT20-06 **Sat - Sat, May 9 - 16 Total = \$5,870**

NDIS Payment = \$3,500	or	HX direct funded = \$2,750
NDIS Client Gap = \$2,370		Non NDIS Client Gap = \$3,120



CAIRNS - 8 DAYS

We fly to Cairns for a unique holiday to explore Far North Queensland. We'll spend our time exploring the region including Kuranda Village, Green Island, Daintree Wilderness, Cape Tribulation, see a crocodile show, ride the cable car and more.

HX20-14 **Mon - Mon, June 22 - 29 Total = \$5,050**

NDIS Payment = \$3,500	or	HX direct funded = \$2,750
NDIS Client Gap = \$1,550		Non NDIS Client Gap = \$2,300



STEAMRANGER: SOUTHERN ENCOUNTER - 3 DAYS

A fun historic train trip, the Southern Encounter goes from Mount Barker to Victor Harbor for a lunch stop and then back again. We'll have the rest of the holiday to choose from your favourite tourist attractions in the hills.

LWA20-15 **Sat - Mon, May 16 - 18** (for over 60 year olds)

LWA20-20 **Sat - Mon, July 18 - 20 Total = \$1,700**

NDIS Payment = \$1,560	or	HX direct funded = \$1,310
NDIS Client Gap = \$140		Non NDIS Client Gap = \$390



PERTH - 7 DAYS

We will fly to Perth to visit Fremantle, Rottnest Island, Kings Park and go for a cruise on the Swan River. We can go to the Perth Mint and the Bell Tower as well as other nearby attractions.

HX20-15 **Thurs - Wed, July 9 - 15 Total = \$5,000**

NDIS Payment = \$3,500	or	HX direct funded = \$2,850
NDIS Client Gap = \$1,500		Non NDIS Client Gap = \$2,150



THEATRE MUSICAL: SOUND OF MUSIC - 3 DAYS

The worlds best known musical about Maria and the Von Trapp family playing at the Festival Theatre. We can sing along to all the classic songs. We will enjoy other Adelaide attractions too.

LWA20-16 **Sat - Mon, May 23 - 25 Total = \$1,700**

NDIS Payment = \$1,560	or	HX direct funded = \$1,310
NDIS Client Gap = \$140		Non NDIS Client Gap = \$390



PERTH AND CROWS FOOTBALL - 7 DAYS

We will fly to Perth to visit Fremantle, Rottnest Island, Kings Park and go for a cruise on the Swan River. The highlight will be seeing the Crows play West Coast at the new Optus Stadium.

HX20-16 **Thurs - Wed, July 9 - 15 Total = \$5,000**

NDIS Payment = \$3,500	or	HX direct funded = \$2,850
NDIS Client Gap = \$1,500		Non NDIS Client Gap = \$2,150



HOLIDAYS FOR TOURISTS REQUIRING HIGHER INTENSITY SUPPORT

Holidays for Tourists requiring paid and / or a higher level of support beyond what our VOLUNTEERS are qualified to provide please note the following:

- ♦ Paid / Higher Support usually requires either 1 or 2 trained staff (min Cert 3 qualification) to provide support. This may include medication administration, monitoring a medical condition and providing a response, manual handling, mobility support, maintaining personal hygiene and behaviour management.
- ♦ The Tourist / Carer is required to cover the costs to provide high intensity support.
- ♦ NDIS Clients may have money allocated for higher intensity support to cover these costs. Please contact our Client Coordinators for assistance to plan for this.
- ♦ We work with agencies who provide funding and we are able to make a referral and assist you to apply for financial assistance. If you are over 65 years of age a My Aged Care Assessment may be required.
- ♦ We will advise you if we have observed a change in support needs or we think paid support may be required. If you are aware of any changes to support needs, please let us know on the Booking Form or contact our Client Coordinators asap.
- ♦ If you require a fully wheelchair accessible or high level of mobility support option please choose from the holidays marked with the '♿' symbol.

WHEELCHAIR / WALKING FRAME ACCESS?

Holidays that are deemed Accessible have been marked by a black triangle as indicated above. Trips marked with a white triangle are Partially Wheelchair Accessible. If there is a holiday that you would like to go on, but it is not marked as accessible, please call to see if we can modify the itinerary and organise suitable transport and accommodation.

What do I do if I have a complaint or concern about Holiday Explorers services or personnel?

If you are not happy or have concerns about the services you have received from Holiday Explorers, it is important that you tell us. It is only when we know that something is wrong that we can take action to correct it. You may direct your concern/s to our Executive Officer, Lisa Albinus. If you would like to make a formal complaint please provide this in writing, addressed to 'Chairperson', and send to Holiday Explorers.

A copy of our Concerns & Complaints Policy may be requested at any time. Whatever your grievance, please be assured that we are available to talk to you.

Disability Advocacy & Complaints Service of SA (Ph 7122 6030) or the Health & Community Services Complaints Commissioner (Ph 8226 8666 or 1800 232 007) can provide assistance if you need help to raise your concerns.

Concerns about NDIS Services can be made to the NDIS Quality and Safeguards Commission (Ph 1800 035 544)

Concerns regarding Aged Care Services can be made to the Aged Care Quality and Safety Commission (Ph 1800 951 822)

National Disability Abuse & Neglect Hotline (Ph 1800 880 052) and Child Abuse Report Line (Ph 13 14 78)

Who are Holiday Explorers?

Holiday Explorers Inc. (HX), a non-profit association established in 1988, provides holidays for South Australians with intellectual disability over 16 years of age. We offer capacity and skill building opportunities and life changing experiences.

How much do the holidays cost?

There is an NDIS and Non-NDIS price due to the different ways our clients are funded to use services like ours.

Total Fee: The total cost of providing the holiday.

NDIS Payment: Part of the cost eligible to be claimed from the Tourist's NDIS Plan Budget.

NDIS Client Gap: The balance payable by the Tourist which is not eligible or claimable under NDIS.

HX Direct Funded: For Non-NDIS clients and is covered by the Government funding HX receives including clients over 65 years and eligible for My Aged Care.

Non NDIS Client Gap: The balance payable by the Tourist which is not covered by the Government funding.

The above fees don't cover personal purchases.

Who would I be going with on my holiday?

You'll be going with at least one other Tourist and two or more volunteer Support Staff but most often in a group made up of five Tourists and two volunteer Support Staff. Where practical, you will be participating with people in the same age group with similar interests, wanting to achieve similar goals. Support Staff are volunteers trained and registered with HX to be tour guides and provide assistance for the Tourists as required. Paid Support Staff are engaged to provide higher intensity support.

How do Support Staff find out what assistance I might need on a holiday?

The Support Staff are advised about the assistance you may need by the HX Client Coordinators. Your nominated Key Contact is required to contact us before each holiday to update this information. The Support Staff are trained to treat information about you in the strictest confidence, they sign a confidentiality agreement, and at the end of the holiday, return all information about you to the HX office where it is securely retained. NB: HX **Privacy Officer** is the Executive Officer.

TERMS & CONDITIONS REMINDERS

PAYMENT

Please refer to your Conditions of Membership and Service Agreement for payment and timings. The balance of fees are payable by the date on the itinerary. All fees for Non-NDIS Clients and Self Managed NDIS Clients will be due before the holiday. NDIS Managed Clients or Clients with a Plan Manager pay their NDIS Payment after the holiday.

CHANGES IN PRICES AND ITINERARIES

HX reserves the right to alter prices or itineraries without notice, however will endeavor to provide at least 7 days notice. HX further reserves the right to cancel or withdraw any holiday, or to decline to accept any person on any holiday. In the event of HX cancelling a holiday on which Tourists are booked, at least 7 days notice will be provided unless cancellation is due to an extreme high risk event and a full refund will be provided.

CANCELLATIONS AND REFUNDS

- Cancellations more than 5 business days before the holiday / Support is scheduled to depart will incur up to a \$40 administration fee and any non-recoverable expenses will be deducted from the Gap Payment, or invoiced if not paid prior. This is not claimable under NDIS.

- Cancellations less than 5 business days before the holiday / Support is scheduled to depart will incur an \$80 administration fee and any non-recoverable expenses will be deducted from the Gap Payment or invoiced to the client. Any non recoverable expenses will be deducted from Payment, or invoiced if not paid prior. This is claimable under NDIS up to 90% of the NDIS Payment.



Holiday Explorers Photo Album



Sunshine and nature



Ready . . set . . GO!



Great view of the Military Tattoo



Planning and shopping for meals



Taking my bike for a ride



Bowling and laughs with friends



Learning to surf at Moana



Learning about Lizards



Puffing Billy Historic Train



Checking out the Monster Truck



Cooking dinner



A walk in the Japanese Gardens



Commonwealth Home Support Program
Funded by the Australian Government
Department of Health

Supported by



Government of South Australia
Department of Human Services