

# Holidaytime



IF UNDELIVERED PLEASE RETURN TO HOLIDAY EXPLORERS

ISSUE NO. 104 JUNE 2019



## Experiencing Indigenous Culture in Queensland



Jordan, Yanek, Michael and Deepika learning about Aboriginal culture in Queensland

**TOURIST & CARER INFO**  
please read  
**IMPORTANT NEWS** on page 2

**BOOKINGS CLOSE**  
**FRIDAY 5th JULY 2019**

Holiday Explorers 1 Brand Street Beulah Park South Australia 5067

Phone 08 8331 2399 | Fax 08 8331 2644 | Web [www.holidayexplorers.com.au](http://www.holidayexplorers.com.au) | Email [travel@holidayexplorers.com.au](mailto:travel@holidayexplorers.com.au)

## **VERY IMPORTANT NEWS!!**

TOURISTS / CARERS / MANAGERS / STAFF

### **2019 / 2020 MEMBERSHIP RENEWAL & SERVICE AGREEMENTS**

Your Membership Renewal Form is enclosed with this Holidaytime. It's important for you & your carer to complete the form in as much detail as possible and to contact us if any of your details change during the year. Please read the updated **Conditions of Membership & Service Agreement 2019/2020** and return completed membership forms by 19th July.

If you have any questions please contact our Client Coordinators on 8331 2399.

### **NATIONAL DISABILITY INSURANCE SCHEME**

Registered NDIS provider - 4050011231

The NDIS is nearly at full roll out! If you are under 65 years old and have not yet transitioned to NDIS please contact us to discuss what steps you can take.

It is great to see more people registering for the NDIS. Please contact our Client Coordinators if there is anything that we can do to assist, e.g. we can provide quotes to take to your NDIS planning meetings and advice to encourage the best plan budget outcome possible.

Please ensure you tell us once you're registered with NDIS, so we can update our records and support your goals.

### **HOLIDAY EXPLORERS AGM!**

Keep Saturday afternoon on **26th October 2019** free for our AGM, with a fun venue and activities. Invitations will be sent to all members.

### **PEOPLES CHOICE CREDIT UNION COMMUNITY LOTTERY**

A HUGE thank you to the volunteers & parents who helped on our Castle Plaza lottery booth. We still have a lot more books to sell so if you're able to assist with selling tickets, please email us on [accounts@holidayexplorers.com.au](mailto:accounts@holidayexplorers.com.au)

### **EMAIL COMMUNICATION**

We have started sending a quarterly HX Newsletter by email (replacing our monthly NDIS news updates). Please complete your email details on the Membership Form to receive our newsletter. If you don't have access to email, let us know and we'll send a paper copy.

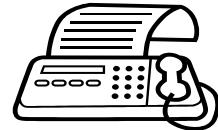
**RESPONSIBILITY:** Holiday Explorers (HX) insurance policy provides limited cover for liability that arises from the actions of tour participants while on holiday. A copy of our policy is available at our office. HX acts only as a broker for accommodation or transportation providers where such service 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 it to us. Alternatively, you may email or fax your holiday preferences to us.
- **Bookings for holidays in this issue are due by 4pm Friday 5th July**
- We allocate holidays according to people's requests, preferences and to establish compatible tour groups. (Please ensure you put your 1st 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.
- We will let you know in writing whether or not your holiday is going ahead if you return the booking form to us before the above closing date. (Refer to info and dates on page 5 and 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](http://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: Friday 5th July 2019**



## **NEXT ISSUE NO. 105**

Our next issue of *Holidaytime* will be sent to you in **September 2019**

**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](http://www.holidayexplorers.com.au)**

## **YOUR CONDITIONS OF MEMBERSHIP**

Tourists & their families need to be aware of our Conditions of Membership and Holiday Explorers Terms and Conditions. We have highlighted some of these on page 7 and a complete copy is provided with your membership information.

# ONE DAY TOURS

## ADELAIDE COUNTRY MUSIC CLUB

Clap your hands, tap your feet, learn new dance steps, enjoy great Country Music and lunch with the club members.

**DT20-01 Sunday, August 4 Total = \$237**

**DT20-06 Sunday, September 1**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$5		Non NDIS Client Gap = \$55



## AFL: PORT POWER V SYDNEY SWANS

It's footy season time, show off your footy team colours at Adelaide Oval and see the Power take on the Swans!

**DT20-02 Saturday, August 10 Total = \$272**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$40		Non NDIS Client Gap = \$90



## STEAM RANGER 'HIGHLANDER'

Take a ride on the old 'Highlander' train from Mt Barker. Visit the train museum and enjoy lunch in the hills.

**DT20-03 Sunday, August 11 Total = \$247**

**DT20-08 Sunday, September 8**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$15		Non NDIS Client Gap = \$65



## STEAM RANGER 'BUGLE RANGER'

Take a ride on the old 'Bugle Ranger' train from Mt Barker. Visit the train museum and enjoy lunch in the hills.

**DT20-04 Sunday, August 25 Total = \$247**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$15		Non NDIS Client Gap = \$65



## ROYAL ADELAIDE SHOW DAY

See your favourite farm animals, play a sideshow game, go on a ride, tour the pavilions, buy a showbag, enjoy the day.

**DT20-05 Sunday, September 1 Total = \$247**

**DT20-07 Saturday, September 7**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$15		Non NDIS Client Gap = \$65



## CLELAND WILDLIFE PARK

A great day out in the hills to see your favourite animals such as kangaroos, wallabies, emus and Tasmanian devils.

**DT20-09 Sunday, September 15 Total = \$257**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$25		Non NDIS Client Gap = \$75



## ABBA AT VICTOR HARBOR

We will drive to Victor Harbor to watch a tribute to ABBA. We will hear all of ABBA's classic songs and enjoy lunch near the beach.

**SE20-01 Tuesday, September 17 Total = \$220**

NDIS Payment = \$200	or	HX direct funded = \$150
NDIS Client Gap = \$20		Non NDIS Client Gap = \$70



## PORT RIVER DOLPHIN CRUISE

The cruise boat goes along the Port River to see the local dolphins and you can watch the scenery while enjoying lunch.

**DT20-10 Sunday, September 22 Total = \$252**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$20		Non NDIS Client Gap = \$70



## MUSICAL - KINKY BOOTS

We will go to the Arts Theatre to see this award winning musical, with songs by Cyndi Lauper tells of the hilarious journey of a working class shoe factory to the runways of Milan.

**DT20-11 Saturday, September 28 Total = \$257**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$25		Non NDIS Client Gap = \$75



## BAY TO BIRDWOOD

See the vintage cars drive to the Birdwood Motor Museum. Join the Museum's festival with live music and see the cars up close.

**DT20-12 Sunday, September 29 Total = \$247**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$15		Non NDIS Client Gap = \$65



## ADELAIDE BIG BAND

We will drive to Goolwa to see this amazing 18 piece show band perform popular Big Band Jazz and Swing. The music will get our toes tapping. We will enjoy lunch by the beach before the show.

**DT20-13 Saturday, October 5 Total = \$252**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$20		Non NDIS Client Gap = \$70



## BALLET - THE NUTCRACKER

The Australian Ballet performs one of the world's most famous ballets. It is a story told through dancing and amazing music.

**SE20-02 Wednesday, October 9 Total = \$290**

NDIS Payment = \$200	or	HX direct funded = \$150
NDIS Client Gap = \$90		Non NDIS Client Gap = \$140



## MUSICAL - THE WIZARD OF OZ

Based on the movie, this musical spectacular will have us dancing along with Dorothy and her friends. This Arena Spectacular will take over the Adelaide Entertainment Centre.

**DT20-14 Saturday, October 12 Total = \$307**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$75		Non NDIS Client Gap = \$125



## ABBA AT THE SHEDLEY THEATRE

We'll drive to the Shedley Theatre to watch a tribute to ABBA. We'll hear all of ABBA's classic songs and enjoy lunch too.

**SE20-03 Monday, October 14 Total = \$215**

NDIS Payment = \$200	or	HX direct funded = \$150
NDIS Client Gap = \$15		Non NDIS Client Gap = \$65



## MUSICAL - MAMMA MIA AT THE ARTS THEATRE

We will see this world famous musical based on ABBA's greatest hits, including *Dancing Queen* and *Money, Money, Money*.

**DT20-15 Saturday, October 19 Total = \$257**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$25		Non NDIS Client Gap = \$75



## HOLIDAY EXPLORERS AGM

Holiday Explorers Annual Party, with a range of fun activities from trampolining to obstacle courses.

**DT20-16 Saturday, October 26 Total = \$242**

NDIS Payment = \$232	or	HX direct funded = \$182
NDIS Client Gap = \$10		Non NDIS Client Gap = \$60



**Day Trip home pick-up / drop-off service:** for tourists living in our designated Adelaide Metro Area.

Tourists may be offered a home pick-up/drop-off. The itinerary will provide more details. Tourists living outside the Metro Area will be picked up from a designated pick up location. **NB: Central pick-up and/or drop-off locations are required for some day trips. We will let you know if we need to make these arrangements.**

# WEEKEND HOLIDAYS - PART 1

## AFL FOOTBALL: GO POWER!

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

**WA20-01 Sat - Sun, July 27 - 28 Total = \$963**

NDIS Payment = \$928  
NDIS Client Gap = \$35

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



## ABBEY ROAD AT THEBARTON

Celebrating the 50th anniversary of 'Abbey Road', some of Australia's most respected musicians will bring the Beatles to life and perform all the best Beatles Classics.

**WN20-01 Tues - Wed, August 13 - 14 Total = \$900**

NDIS Payment = \$800  
NDIS Client Gap = \$100

or  
HX direct funded = \$650  
Non NDIS Client Gap = \$250



## THE SAPPHIRES AT NOARLUNGA

Based on the much loved Australian movie, we follow four young Aboriginal country singers who get the chance to change their tune and their lives. We will visit the coastal area south of Adelaide.

**WA20-02 Sat - Sun, July 27 - 28 Total = \$978**

NDIS Payment = \$928  
NDIS Client Gap = \$50

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



## WILLUNGA ALMOND BLOSSOM FESTIVAL

See the pretty blossoms and enjoy produce from Willunga and tour the McLaren Vale tourist attractions. Fun activities include market and craft stalls, entertainment and more.

**WA20-03 Sat - Sun, July 27 - 28 Total = \$948**

NDIS Payment = \$928  
NDIS Client Gap = \$20

or  
HX direct funded = \$778  
Non NDIS Client Gap = \$170



## ELTON JOHN TRIBUTE

We'll watch a tribute to Elton John's classic songs like *Rocket Man* and *Don't Go Breaking My Heart* at the Morphettville Racecourse. We'll choose Adelaide attractions to visit over the weekend.

**WA20-04 Sat - Sun, July 27 - 28 Total = \$998**

NDIS Payment = \$928  
NDIS Client Gap = \$70

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



## AFL: GO CROWS!

It's that time of year again. Time to show your true footy colours and watch the Crows win at Adelaide Oval. We may see a local SANFL game or have a game of our own in the park too.

**WA20-05 Sat - Sun, August 3 - 4 v Saint Kilda Total = \$963**

**WA20-08 Sat - Sun, August 17 - 18 v Collingwood**

NDIS Payment = \$928  
NDIS Client Gap = \$35

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



## SCIENCE ALIVE AT THE ADELAIDE SHOWGROUNDS

This interactive science exhibition has hands on fun activities for everyone to try at the Adelaide Showgrounds. We'll choose from other Adelaide attractions over the weekend.

**WA20-06 Sat - Sun, August 3 - 4 Total = \$948**

NDIS Payment = \$928  
NDIS Client Gap = \$20

or  
HX direct funded = \$778  
Non NDIS Client Gap = \$170



## MANNUM CRAFT FAIR

Visit the annual 'Craft Fair' at Mannum. See displays and demonstrations of all types of Handicraft and Quilting. We'll stay in Mannum and tour the area along the Murray River.

**WA20-07 Sat - Sun, August 10 - 11 Total = \$968**

NDIS Payment = \$928  
NDIS Client Gap = \$40

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



## ASO LAST NIGHT AT THE PROMS

Experience the Adelaide Symphony Orchestra at the Festival Theatre with music embracing the spirit of the famed BBC Proms, this is sure to be a crowd pleaser.

**WA20-13 Sat - Sun, August 24 - 25 Total = \$978**

NDIS Payment = \$928  
NDIS Client Gap = \$50

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



## Membership Renewal forms

Please return your signed membership renewal forms by Friday 19th July, so you can go on a holiday. You can not go on a holiday until the form is returned. If you need any help with the forms please call us to make a time to come in to the office.

# WEEKEND HOLIDAYS - PART 2

## **ROYAL ADELAIDE SHOW**

Farm animals, amazing entertainers, SA produce, showbags, machinery, sideshows and the Grand Parade.

A fun weekend at the Adelaide Show!

WA20-14 **Sat - Sun, August 31 - September 1 Total = \$948**

WA20-15 **Sat - Sun, September 7 - 8**

NDIS Payment = \$928

NDIS Client Gap = \$20

or HX direct funded = \$778

Non NDIS Client Gap = \$170



## **LENNON AND McCARTNEY AT GOOLWA**

Listen to some of the amazing songs that John Lennon and Paul McCartney wrote. We will hear 'Hey Jude' and 'Let It Be' among many, many others. We will tour the coastal area too.

WA20-16 **Sat - Sun, September 7 - 8 Total = \$968**



NDIS Payment = \$928

NDIS Client Gap = \$40

or HX direct funded = \$778

Non NDIS Client Gap = \$190

## **LASER TAG, TEN PIN BOWLING AND GO KARTING**

A weekend of challenging indoor activities. We will have a go at Laser Tag, play a game of Ten Pin Bowling and try Go Karting. It will be a packed weekend of games and fun.

WA20-17 **Sat - Sun, September 14 - 15 Total = \$968**



NDIS Payment = \$928

NDIS Client Gap = \$40

or HX direct funded = \$778

Non NDIS Client Gap = \$190

## **LEE KERNAGHAN AT THEBBIE**

Country music star Lee Kernaghan performs with special guests The Wolfe Brothers at the Thebarton Theatre. We'll visit Adelaide tourist attractions as well.

WN20-03 **Fri - Sat, September 20 - 21 Total = \$939**



NDIS Payment = \$864

NDIS Client Gap = \$75

or HX direct funded = \$714

Non NDIS Client Gap = \$225

## **JOHNNY CASH—DUNSTAN PLAYHOUSE**

We'll see Daniel Thompson perform many of our favourite Johnny Cash hits at the Dunstan Playhouse while celebrating the 50th anniversary of the album 'San Quentin'. We'll visit Adelaide tourist attractions as well.

WN20-04 **Fri - Sat, September 27 - 28 Total = \$914**



NDIS Payment = \$864

NDIS Client Gap = \$50

or HX direct funded = \$714

Non NDIS Client Gap = \$200

## **CRUSTY DEMONS**

Action packed with dirt bikes performing some of the most death-defying stunts known to human kind at the Adelaide Showgrounds. We may go to the Dodgem Cars or Motor Museum as well.

WA20-18 **Sat - Sun, October 5 - 6 Total = \$1,018**



NDIS Payment = \$928

NDIS Client Gap = \$90

or HX direct funded = \$778

Non NDIS Client Gap = \$240

## **Brief Sheet, Medication and Illness Reminder**

Please don't risk not being able to attend the holiday by arriving at the start of the holiday without correct medications or by showing signs of illness.

Remember to update Tourist Brief Sheet with a Client Coordinator, when you get the itinerary, before each trip. If there are any further changes, you are able to update the Brief Sheet any time before the day of departure.

Please note that if a Tourist is not well, and showing signs and symptoms of the cold/flu they will require a doctors clearance to be able to travel.

## **NUTCRACKER BALLET AND BEHIND THE SCENES**

One of the most famous ballets, The Nutcracker, performed by The Australian Ballet. Watch the dancing and listen to the music that tells the story. We will also attend a behind the scenes session and see their training for the big performance.

WN20-05 **Fri - Sat, October 11 - 12 Total = \$954**

NDIS Payment = \$864

NDIS Client Gap = \$90



## **MUSICAL: WIZARD OF OZ**

Based on the movie, this musical spectacular will have us dancing along with Dorothy and her friends. We'll enjoy other musical activities and sightseeing around Adelaide over the weekend.

WA20-19 **Sat - Sun, October 12 - 13 Total = \$1,013**



NDIS Payment = \$928

NDIS Client Gap = \$75

or HX direct funded = \$778

Non NDIS Client Gap = \$225

## **HOLIDAY EXPLORERS AGM**

Holiday Explorers Annual Party, with a range of fun activities. There will be something for everyone with activities from trampolining and obstacle courses to dancing.

WA20-20 **Sat - Sun, October 26 - 27 Total = \$963**



NDIS Payment = \$928

NDIS Client Gap = \$35

or HX direct funded = \$778

Non NDIS Client Gap = \$185

## **Bcause Website**

Holiday Explorers is now on the Bcause website. Currently we have a few holidays listed, but will add trips as they become available. Check out our store at [www.bcause.com.au/store/providers/holiday-explorers](http://www.bcause.com.au/store/providers/holiday-explorers)

## **HOLIDAY ITINERARY TIMING FOR #104**

If a holiday is **NOT** offered to you, a letter with this advice will be sent by the **2nd August 2019**.

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

- **July** itineraries to be sent by **10th July**

- **August** itineraries to be sent by **24th July**

- **September** itineraries to be sent by **14th August**

- **October** itineraries to be sent by **13th September**

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.

# 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)

## TARNASEY FARM STAY - 3 DAYS

Explore The Copper Coast in the Northern Yorke Peninsula. We'll stay at Tarnasey Farm at Wallaroo, feed the animals, learn about the farm and enjoy relaxing in the country and the famous country hospitality.

LWA20-01 Fri - Sun, August 9 - 11 Total = \$1,700



NDIS Payment = \$1,560

*or*

HX direct funded = \$1,310

NDIS Client Gap = \$140

Non NDIS Client Gap = \$390

## NORTHERN TERRITORY: DARWIN - 7 DAYS

We fly to Darwin for this awesome adventure to see jumping crocodiles, go to either Kakadu or Litchfield National Park, enjoy a cruise and visit the unique Territory Wildlife Park.

\*dates are subject to change\*



HX20-01 Sun - Sat, September 1 - 7 Total = \$4,850

NDIS Payment = \$3,500

*or*

HX direct funded = \$2,850

NDIS Client Gap = \$1,350

Non NDIS Client Gap = \$2,000

## LEIGH CREEK AND FLINDERS RANGES - 4 DAYS

We will join Eureka Coach tours and stop in Port Augusta to see Wadlata Outback Centre. Our coach tour will take us to the famous Parachilina Pub and the world famous Wilpena Pound, Leigh Creek, Aroona Dam and deserted historic outback towns. On the way back to Adelaide we will visit Jamestown to see the painted murals.

CT20-01 Tues - Fri, September 10 - 13 Total = \$2,250



NDIS Payment = \$1,600

*or*

HX direct funded = \$1,250

NDIS Client Gap = \$650

Non NDIS Client Gap = \$1,000

## VICTOR HARBOR ROCK N ROLL - 3 DAYS

Dancing and sightseeing in the popular coastal area of Victor Harbor. We'll visit tourist attractions and see Rock'n'Roll dance demo's, live bands and go dancing.

LWA20-02 Fri - Sun, September 13 - 15 Total = \$1,660



NDIS Payment = \$1,560

*or*

HX direct funded = \$1,310

NDIS Client Gap = \$100

Non NDIS Client Gap = \$350

## NORFOLK ISLAND AND QUEENSLAND - 9 DAYS

Join a Holiday Wonders group and fly to Coolangatta. Tour costal attractions, go to the Outback Spectacular, and admire the scenic views over the coast. Travel up to Mt Tamborine, including the eco adventure and tree top walk. On the third day we will fly to Norfolk Island for a week of island living. We will enjoy a fish feast and other local delicacies, learn about Polynesian culture and convict history. Tourist this scenic and spectacular island.

CT20-02 Thurs - Fri, September 19 - 27 Total = \$6,250



NDIS Payment = \$3,500

*or*

HX direct funded = \$2,500

NDIS Client Gap = \$2,750

Non NDIS Client Gap = \$3,750

## MILDURA COUNTRY MUSIC - 5 DAYS

Enjoy live country music. Dance and sing along as part of the festivities. We'll stay in a large holiday house and explore the Riverland, try local produce and go on a relaxing paddle-steamer cruise along the River Murray.

HX20-02 Fri - Tues, October 4 - 8 Total = \$2,542



NDIS Payment = \$2,392

*or*

HX direct funded = \$1,942

NDIS Client Gap = \$150

Non NDIS Client Gap = \$600

## STEAMRANGER SOUTHERN ENCOUNTER - 3 DAYS

A fun historic train trip, the Southern Encounter goes from Mt 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.

LWA20-03 Sat - Mon, October 5 - 7 Total = \$1,685



NDIS Payment = \$1,560

*or*

HX direct funded = \$1,310

NDIS Client Gap = \$125

Non NDIS Client Gap = \$375

## SYDNEY AND MILITARY TATTOO - 6 DAYS

Celebrating Valour, Mateship and Glory with over 1,500 performers from around the world, including massed bands, pipes, drums, Highland Dancers and the stirring Lone Piper. We'll visit tourist attractions like the Opera House, the Sydney Harbor Bridge, Darling Harbor and Taronga Zoo.

HX20-03 Thurs - Tues, October 17 - 22 Total = \$3,967



NDIS Payment = \$2,992

*or*

HX direct funded = \$2,442

NDIS Client Gap = \$975

Non NDIS Client Gap = \$1,525

## RENMARK ROSE FESTIVAL - 3 DAYS

The Renmark Rose Festival is Australia's premier rose festival. There will be lots of festival activities, as well as open gardens for us to wander around. We'll visit other attractions in the Riverland too.



LWA20-04 Fri - Sun, October 18 - 20 Total = \$1,670

NDIS Payment = \$1,560

*or*

HX direct funded = \$1,310

NDIS Client Gap = \$110

Non NDIS Client Gap = \$360

## GOOLWA JAZZ FESTIVAL - 3 DAYS

This trip is based in Goolwa for the first ever South Coast Jazz Festival. We will enjoy Jazz music on River Cruises and at other venues across the town. We will tour the local area too.

LWA20-05 Fri - Sun, October 18 - 20 Total = \$1,660



NDIS Payment = \$1,560

*or*

HX direct funded = \$1,310

NDIS Client Gap = \$100

Non NDIS Client Gap = \$350

## RAIL AND SAIL TO MELBOURNE - 8 DAYS

Sail from Adelaide to Melbourne aboard the Golden Princess Cruisliner, stopping at Kangaroo Island, Port Lincoln and Phillip Island on the way. Once we arrive in Melbourne we will enjoy 2 days touring before boarding the Overland train for our scenic journey back to Adelaide.



CT20-03 Tues - Tues, November 19 - 26 Total = \$4,350

NDIS Payment = \$3,500

*or*

HX direct funded = \$2,750

NDIS Client Gap = \$850

Non NDIS Client Gap = \$1,600

## Holiday Explorers AGM



Save the Date

Saturday 26th October 2019

More details will be posted to all members.

## HOLIDAYS FOR TOURISTS REQUIRING HIGHER INTENSITY SUPPORT

Holidays for Tourists requiring paid & / 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 & 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, John Miller', 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 until clients transition to the NDIS, or are over 65 years and eligible for My Aged Care.

Non NDIS Client Gap: The balance payable by the Tourist which is not eligible under HX funding received directly from the Government.

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 7 days before the holiday / Support is scheduled will incur 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 7 days before the holiday / Support is scheduled will incur an \$80 administration fee and any non-recoverable expenses will be deducted from the Gap Payment or invoiced to the client. This is not claimable under NDIS.

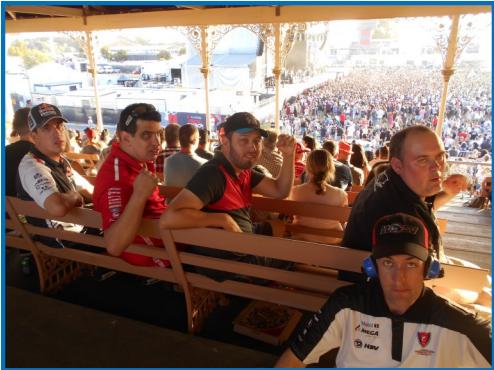
- Cancellations after 3pm the day before the holiday / Support, or Tourist not attending on the day will be charged up to 90% of the NDIS fee and the Gap Payment.



# Holiday Explorers Photo Album



Ye ol' west



The excitement of Adelaide Superloop



Riding the 'ships of the desert'



"We've got the power to win"



Rocking our way to Renmark



Winter Seaside Sun



Aargh Shark!



Cooking up a storm



Ready for battle!



Ah-Maze-ing



Cruising the high seas



A slithery new friend



Taking our positions with the Thunderbirds