

# Holidaytime



Registered NDIS Provider

**NEW ONLINE AND  
FACE-TO-FACE  
HOLIDAY OPTIONS INSIDE!**

IF UNDELIVERED PLEASE RETURN TO HOLIDAY EXPLORERS

**ISSUE NO. 107 JUNE 2020**



## Getting too close and personal with a whale!



Doreen, Michael, Sarah, Tammy, Kimberly & Robyn having fun at ArtVo in Melbourne

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

**BOOKINGS CLOSE**  
**MON. 20th JULY 2020**

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!!

### **2020 / 2021 MEMBERSHIP RENEWAL & SERVICE AGREEMENTS**

Your Membership Renewal Form is enclosed with this Holidaytime. It's important for you and 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. HX is in the process of transitioning to a new database to hold Tourist details. Please complete all the relevant sections of the form to assist us to get the most current details.

Please read the updated **Conditions of Membership & Service Agreement 2020/2021** and return the completed form by 24th July. If you have any questions please contact our Client Coordinators on 8331 2399.

### **NOVEL CORONAVIRUS UPDATE AND RESTART OF SERVICES**

As with most of the country we have had to shut down services to do our part in keeping our community safe during the COVID outbreak. We have started looking at how we can restart services. See page 3 for more information.

### **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. Email [travel@holidayexplorers.com.au](mailto:travel@holidayexplorers.com.au) to join the list.

### **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.

### **HOLIDAY EXPLORERS AGM!**

Keep Saturday afternoon on **31st October 2020** free for our AGM, with a fun venue and activities. Invitations will be sent to all members.

**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 takes 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

- Trips look a bit different in this Holidaytime. There are day trips as we have previously known them, but there are also new short face to face services, online services and things that you can do at home. See page 3 for more information.
- To book or express interest in any of these options please complete the enclosed Booking Form and mail, email or fax it to us.
- **Bookings for holidays in this issue are due by 4pm Monday 20th July.**
- 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 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 of this holidaytime.
- 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'.
- If you have any questions about placing a booking please phone Holiday Explorers on 8331 2399.

**BOOKINGS CLOSE: Mon 20th July 2020**



## NEXT ISSUE NO. 108

Our next issue of *Holidaytime* will be sent to you in **October 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.

# RETURN TO SERVICES

For the safety of our Tourists, Carers, Support Staff and wider community the restart of services is going to be a gradual approach and strictly adhere to the recommendations of the South Australian Department of Health. We will be watching the COVID situation in South Australia and will stop services if required.

We have many options for Tourists to be involved that are not direct 'face to face' contact, allowing people to participate from the safety of their own home. These options would be great for people who are a higher risk for COVID, due to health, illness or age and want a way to still be involved. There are new hard copy themed activities that can be purchased, also online "self guided" holidays and there are online small group virtual "holidays".

There are 2 options for doing things in person (Holiday Explorers Activities and Day Trips). These are listed on page 5 and 6 of this Holidaytime. There are dates listed but these may change based on the demand of trips.

To continue maintaining everyone's safety, there will be strict cleaning and social distancing protocols in place. Tourists who have been sick, or have been in contact with people who have been sick will not be able to travel without a clearance letter from your doctor, provided to the office during office hours prior to the trip.

## **Steps that Holiday Explorers are taking**

- Encouraging and promoting social distancing of 1.5m between people.
- At the start of Day Trips and Holiday Explorers Activities we will be temperature testing Tourists and Support Staff to make sure they do not have a fever.
- Our volunteers and staff have been doing Infection Control training and COVID training.
- We will have the COVID app on the HX phones and Support Staff phones and encourage tourists to do the same.

There are many steps and safety measures in place at the places we are planning to visit. There are steps businesses/venues are having to undertake to ensure they are compliant with the COVID safe practices. One step is that we will likely have to supply information on arrival at the location, to track who is at the place. We are going to have to sign in at venues as part of their safety management plans. We will give only the details that we need to give and no more, but they will be likely be name, phone number, email address. Please call HX if you have any concerns about Support Staff supplying Tourist's personal information for this purpose.

Things are changing every day. It is hard to predict what will happen in the next few weeks and months. We are keen to work together to help get services up and running. HX will continue to provide and monitor all safety steps, as per government regulation.

## NEW - THEMED PRINTED RESOURCE - posted

We have been developing hard copy resources that we can post out to Tourists. There are activities to do, things to colour in, facts to learn, jokes to tell. Each pack will be on a particular theme with lots of exciting activities. These hard copy packs are great to do at home, at your own pace and in your own time.

Select a theme (or more than one!) that you are interested in and register for the 3 month subscription. A subscription will include a different pack on your chosen theme being posted each month for the next three months (August, September and October).

### **MUSIC AND THEATRE**

The music and theatre pack will focus on a range of different topics. It will look at musical theatre, musicians, bands, musical instruments (maybe some you could make at home) and so much more.

**Cost = \$20 (not claimable via NDIS)**



### **ANIMALS**

Animals at home, animals at the zoo, animals on the farm, animals in the wild. This pack will include lots of different animals to learn about. Register for this pack to see if your favourite animal will be included.

**Cost = \$20 (not claimable via NDIS)**



### **TRAINS AND AUTOMOBILES**

Planes, trains, cars, trams, boats, paddle steamers, motorbikes and even space shuttles. From old trains to new cars, there will be something for everyone, in these hard copy packs.

**Cost = \$20 (not claimable via NDIS)**



### **SPORT**

Football season is back, but along with football there are many other sports to look at in these packs. Basketball, netball, baseball, swimming, fencing, rugby, ice hockey, ultimate frisbee and the list goes on.

**Cost = \$20 (not claimable via NDIS)**



## NEW - ONLINE SELF GUIDED HOLIDAY - emailed

Self Guided Holiday emails are electronic resources that we can email to Tourists. There are photos, stories, links and printouts to help explore their chosen holiday topic. There will be activities to print and do, videos to watch, interesting facts and information, as well as stories from trips taken by people within our HX community.

### MUSIC AND THEATRE

The music and theatre self guided holiday will look at musical theatre, musicians, bands, musical instruments (including some you could make at home) and more.

Cost = \$15 (not claimable via NDIS)



### ANIMALS

Animals at home, animals at the zoo, animals on the farm, animals in the wild. There will be lots of videos to watch and animals to learn about.

Cost = \$15 (not claimable via NDIS)



### TRAINS AND AUTOMOBILES

Planes, trains, cars, trams, boats, paddle steamers and even space shuttles. There will be something for everyone interested in transportation, from the old to the new.

Cost = \$15 (not claimable via NDIS)



### SPORT

Football season is back, but along with football there are many other sports to look at. There will be videos and photos of different sports to watch and enjoy.

Cost = \$15 (not claimable via NDIS)



### ADVENTURE HOLIDAYS

'Swing' through the tree tops, 'fly' on a flying fox, 'climb' to the top of a mountain all from your home. These adventure holidays will go above and beyond places we've ever been.

Cost = \$15 (not claimable via NDIS)

### DESTINATION HOLIDAYS

This is a great chance to visit different cities without leaving your own home. You'll be able to see the highlights of a city and maybe find new places to travel to one day.

Cost = \$15 (not claimable via NDIS)

## NEW - ONLINE VIRTUAL HOLIDAYS - over Zoom

Based on the Self Guided Holidays (above), the Online Holiday will have the added feature of a designated online group meeting at a specified time. The holiday topic will be discussed and explored more fully over Zoom. An experienced 'Holiday Explorers Tour Guide' will facilitate the online experience and encourage participants to engage with the group through sharing thoughts, experiences, and discussion about the topic. Tourists may be encouraged to bring photos, souvenirs and other items of interest to the online chat for sharing with the group. The small group format aims to encourage participation while allowing for social interaction and the opportunity for skill development.

To take part in the Online Holiday Tourists will need to have access to a phone, tablet, laptop or computer with a webcam and audio capabilities.

These small group sessions are 1 hour long and Tourists taking part in an Online Holiday will also receive the full Self-guided Holiday information pack email to explore on registration.

### MUSIC AND THEATRE

During the music and theatre online holiday you will join a group of Tourists to talk about musical theatre and the shows that you have seen or want to see, music that you like and maybe be a chance to show your best dance moves.

Cost = \$30



### ANIMALS

The animal online holiday group will be a great chance to tell the group about your favourite animal, learn some new information about animals and watch some videos of different animals.

Cost = \$30



### TRAINS AND AUTOMOBILES

Join a group of other Tourists to talk about planes, trains and all different types of transportation. Share your knowledge about different types of automobiles or maybe about places that you have travelled to by train.

Cost = \$30



### SPORT

There are so many different sports that you will be able to talk about with your group during the sport online holiday. Make sure you come to represent your favourite team, and your favourite sport.

Cost = \$30



### ADVENTURE HOLIDAYS

'Swing' through the tree tops, 'fly' on a flying fox, 'climb' to the top of a mountain from your home. This online holiday will be a chance to talk about all the adventurous places you have been or done, with the other tourists in the group.

Cost = \$30



### DESTINATION HOLIDAYS

This is a great chance to visit different cities without leaving your own home. You'll be able to talk with other Tourists about the places you have visited or the places that you may want to travel to one day.

Cost = \$30



# NEW - HOLIDAY EXPLORERS ACTIVITIES - at HX

Holiday Explorers is taking many steps to ensure the safety of all of our Tourists, Carers and wider community. See page 3 for further details.

Holiday Explorers Activities are based at the Holiday Explorers' Office. They are short, 2 hour activities for small groups of Tourists. There are different themes or activities to choose from, but if you have other ideas please give us a call. This is a NEW idea for Holiday Explorers. We have so many skilled Support Staff that are looking forward to sharing their skills with Tourists.

**CRAFT** 

Come to Holiday Explorers to learn a new craft skill. Be part of a small group and learn together with Support Staff. Each date will have a different craft activity to try.

HXA21-01 **Saturday, August 1 Total = \$70**   

HXA21-08 **Sunday, September 20**

NDIS Payment = \$60	or	HX direct funded = \$50
NDIS Client Gap = \$10		Non NDIS Client Gap = \$20

**GARDENING** 

Learn how to make potted plants for your own garden or how to start your own herb garden. These new gardening skills will brighten up your window sill.

HXA21-05 **Saturday, August 29 Total = \$70** 

HXA21-12 **Sunday, October 25**

NDIS Payment = \$60	or	HX direct funded = \$50
NDIS Client Gap = \$10		Non NDIS Client Gap = \$20

**SPORT** 

At Holiday Explorers we have lots of table top games for all abilities. We have sport equipment, a big park, or we could go to the tennis or basketball courts.

HXA21-02 **Sunday, August 9 Total = \$70**  

HXA21-11 **Saturday, October 17**

NDIS Payment = \$60	or	HX direct funded = \$50
NDIS Client Gap = \$10		Non NDIS Client Gap = \$20

**MUSIC AND THEATRE VIRTUAL HOLIDAY** 

Come and join a small group of Tourists and enjoy the Music and Theatre Online Holiday at the HX office. This is a great option if you want to be part of a face to face group or don't have access to the necessary equipment to do it from home.

HXA21-06 **Sunday, September 6 Total = \$70**  

NDIS Payment = \$60	or	HX direct funded = \$50
NDIS Client Gap = \$10		Non NDIS Client Gap = \$20

**ANIMAL VIRTUAL HOLIDAY** 

Come and join a small group of Tourists and enjoy the Animal Online Holiday at the HX office. This is a great option if you want to be part of a face to face group or don't have access to the necessary equipment to do it from home.

HXA21-03 **Sunday, August 15 Total = \$70**  

NDIS Payment = \$60	or	HX direct funded = \$50
NDIS Client Gap = \$10		Non NDIS Client Gap = \$20

**TRAINS AND AUTOMOBILES VIRTUAL HOLIDAY** 

Come and join a small group of Tourists and enjoy the Trains and Automobiles Online Holiday at the HX office. This is a great option if you want to be part of a face to face group or don't have access to the necessary equipment to do it from home.

HXA21-07 **Saturday, September 12 Total = \$70**   

NDIS Payment = \$60	or	HX direct funded = \$50
NDIS Client Gap = \$10		Non NDIS Client Gap = \$20

**ART AND DESIGN** 

Come to Holiday Explorers to practice your art skills. Be part of a small group and learn new skills with our Support Staff. Each date will have a different art activity to try.

HXA21-04 **Sunday, August 23 Total = \$70** 

HXA21-09 **Saturday, October 3**

NDIS Payment = \$60	or	HX direct funded = \$50
NDIS Client Gap = \$10		Non NDIS Client Gap = \$20

**SPORT VIRTUAL HOLIDAY** 

Come and join a small group of Tourists and enjoy the Sport Online Holiday at the HX office. This is a great option if you want to be part of a face to face group or don't have access to the necessary equipment to do it from home.

HXA21-10 **Sunday, October 11 Total = \$70**   

NDIS Payment = \$60	or	HX direct funded = \$50
NDIS Client Gap = \$10		Non NDIS Client Gap = \$20

 **Holiday Explorers AGM** 

**Save the Date!!!**

**Saturday 31st October 2020**

**More details will be posted to all members.**

**HOLIDAY ITINERARY TIMING FOR #107**

If a holiday is **NOT** offered to you, a letter with this advice will be sent by the **16th August 2020**.

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

- **August** itineraries to be sent by **3rd August 2020**
- **September** itineraries to be sent by **24th August 2020**
- **October** itineraries to be sent by **18th September 2020**

Please pay by the due date noted 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.

**Membership Renewal Forms**

Please return your signed membership renewal forms by Friday 24th 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.

# ONE DAY TOURS

Holiday Explorers is taking many steps to ensure the safety of our community. See page 3 for further details.

**We are starting again with our fun 1 day trips!** Trips like we used to have are going to be starting with 1 day trips. With the situation currently changing so much, there may be opportunities for extra holidays to be added over the coming months. To stay up to date with these, please join our email list or check [www.holidayexplorers.com.au](http://www.holidayexplorers.com.au) to see when new holidays are released.

**We are hoping to offer:** Popeye River Cruise, Port Adelaide Dolphin Cruise, The Beach House at Glenelg, Adelaide Oval Tours, Warrawong Wildlife Park, Adelaide Country Music Club and other day trips, as soon as we can.

## 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.

DT21-01 **Sun, August 2** or DT21-09 **Sun, August 30** Total = \$270

NDIS Payment = \$240

NDIS Client Gap = \$30

or

HX direct funded = \$190

Non NDIS Client Gap = \$80



## MEGA ADVENTURE AERIAL PARK

Test your skills and develop your confidence at the Mega Adventure Aerial Park. There are suspension bridges and swings.

DT21-08 **Sat, August 29** or DT21-23 **Sun, Oct. 18** Total = \$290

NDIS Payment = \$240

NDIS Client Gap = \$50

or

HX direct funded = \$190

Non NDIS Client Gap = \$100



## BIRDWOOD MOTOR MUSEUM

A day for car lovers, new and old. We will visit the Birdwood Motor Museum to see the vintage and the very rare cars.

DT21-02 **Sat, August 8** or DT21-15 **Sun, Sept. 20** Total = \$265

NDIS Payment = \$240

NDIS Client Gap = \$25

or

HX direct funded = \$190

Non NDIS Client Gap = \$75



## BAROSSA BOWLING AND MINIGOLF

We head to the Barossa for a day of Ten Pin Bowling and Mini Golf. Who is going to be our tournament champion?

DT21-11 **Sun, Sept. 6** or DT21-18 **Sat, Oct. 3** Total = \$275

NDIS Payment = \$240

NDIS Client Gap = \$35

or

HX direct funded = \$190

Non NDIS Client Gap = \$85



## GORGE WILDLIFE PARK

A day in the hills to see your favourite animals. Learn about the rare albino kangaroos and maybe hold a koala.

DT21-03 **Sun, August 9** or DT21-14 **Sat, Sept. 19** Total = \$265

NDIS Payment = \$240

NDIS Client Gap = \$25

or

HX direct funded = \$190

Non NDIS Client Gap = \$75



## SPRING IN THE BOTANIC GARDENS

We will visit the Adelaide Botanic Gardens to see the many plants and gardens. We will enjoy a picnic lunch in the park too.

DT21-13 **Sun, Sept. 13** or DT21-20 **Sat, Oct. 10** Total = \$250

NDIS Payment = \$240

NDIS Client Gap = \$10

or

HX direct funded = \$190

Non NDIS Client Gap = \$60



## ADELAIDE MUSEUM AND ART GALLERY

A day to enjoy some highlights of Adelaide. We will visit the SA Museum and SA Art Gallery and enjoy lunch in the city.

DT21-04 **Sat, August 15** or DT21-19 **Sun, Oct. 4** Total = \$250

NDIS Payment = \$240

NDIS Client Gap = \$10

or

HX direct funded = \$190

Non NDIS Client Gap = \$60



## MELBA'S AND THE BIG ROCKING HORSE

We'll drive to the Adelaide Hills to visit the Melba's Chocolate Factory and go to the Big Rocking Horse in Gumeracha.

DT21-16 **Sat, Sept. 26** or DT21-22 **Sat, Oct. 17** Total = \$250

NDIS Payment = \$240

NDIS Client Gap = \$10

or

HX direct funded = \$190

Non NDIS Client Gap = \$60



## ADELAIDE ZOO

A great day out visiting the zoo and seeing the animals. We can visit the giraffes, meerkats and maybe see the pandas!

DT21-05 **Sun, August 16** or DT21-12 **Sat, Sept. 12** Total = \$265

NDIS Payment = \$240

NDIS Client Gap = \$25

or

HX direct funded = \$190

Non NDIS Client Gap = \$75



## URIMBIRRA WILDLIFE PARK

We travel to Victor Harbor to visit Urimbirra Wildlife Park. See lots of native animals, tour the park and feed the kangaroos.

DT21-17 **Sun, Sept. 27** or DT21-24 **Sat, Oct. 24** Total = \$255

NDIS Payment = \$240

NDIS Client Gap = \$15

or

HX direct funded = \$190

Non NDIS Client Gap = \$65



## MONARTO ZOO

See Monarto Zoo's wild animals up close on a guided bus tour and go for a walk along the nature trail.

DT21-06 **Sat, August 22** or DT21-21 **Sun, Oct. 11** Total = \$270

NDIS Payment = \$240

NDIS Client Gap = \$30

or

HX direct funded = \$190

Non NDIS Client Gap = \$80



## MARITIME MUSEUM AND PORT ADELAIDE

We're off to Port Adelaide for a day near the coast. We'll visit the Train and Maritime Museums.

DT21-25 **Sun, Oct. 25** Total = \$255

NDIS Payment = \$240

NDIS Client Gap = \$15

or

HX direct funded = \$190

Non NDIS Client Gap = \$65



## HAHNDORF AND FARM BARN

A fun day in the Hills, we will go to the Farm Barn and see the animals and other sights.

DT21-07 **Sun, August 23** or DT21-10 **Sat, Sept. 5** Total = \$260

NDIS Payment = \$240

NDIS Client Gap = \$20

or

HX direct funded = \$190

Non NDIS Client Gap = \$70



## HOLIDAY EXPLORERS AGM

Holiday Explorers Annual Party is always a great day and lots of fun activities and a chance to catch up with other Tourists.

DT21-26 **Saturday, Oct. 31** Total = \$250

NDIS Payment = \$240

NDIS Client Gap = \$10

or

HX direct funded = \$190

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. **Please note: 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.**

## 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, Kelley Russo. 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 2 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 2 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 100% of the NDIS Payment.



# Holiday Explorers Photo Album



Confused by the Norfolk Island signs



An old fashioned handshake!



'All aboard' the Captain Proud



Relaxing on the Cockle Train



Sunshine & strawberries



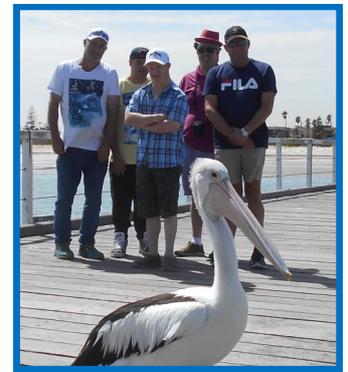
Ferris Wheel fun!



Car racing with mates



Exploring the animals at Monarto Zoo



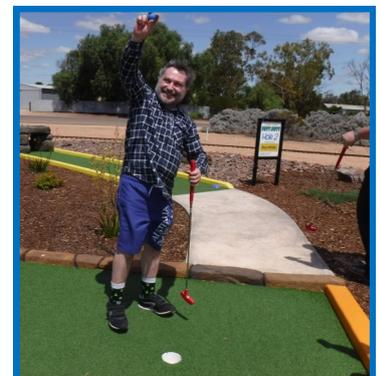
Pelican stand-off!



Relaxing with friends



Up close to giraffes at Monarto



A hole in one!



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