

# Holidaytime



IF UNDELIVERED PLEASE RETURN TO HOLIDAY EXPLORERS

ISSUE NO. 102 OCTOBER 2018



## HX Ninja Traveller Games!



Trying something new and having fun at the HX AGM & 30th Birthday Party at Bounce!

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

**BOOKINGS CLOSE**  
**WED 17th OCT 2018**

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## VERY IMPORTANT NEWS!!

### AGM & 30TH BIRTHDAY PARTY!!

Thank you to everyone who attended our AGM and 30th Birthday Party at Bounce! It was great to see so many people there, and we hope everyone had a great time.

### TOURIST & CARER SATISFACTION SURVEY

Enclosed with this Holidaytime is our 2018 'Tourist and Carer Satisfaction Survey'. Your responses are very important as we work to provide the best service possible during this transitional time, as well as plan for the future. In order to do this, we need your assistance and really would appreciate you filling out the survey and returning it to us by Friday 28th October.

### 2018 / 2019 MEMBERSHIP RENEWAL & NEW SERVICE AGREEMENTS

Thank you for renewing your membership and signing your service agreement. We look forward to working with you over the coming year.

If the information you provided changes, and when you get your first NDIS plan please call our Client Coordinators to update your details.

### TELETHON LOTTERY

Exciting news! HX is taking part in TelethonSA in 2018. Tickets are \$10 each or \$50 per book of 6, and can be purchased at the office or at [www.telethon.com.au/charity/holiday-explorers-inc](http://www.telethon.com.au/charity/holiday-explorers-inc)

### NATIONAL DISABILITY INSURANCE SCHEME

Registered NDIS provider - 4050011231

As people are continuing to register for the NDIS please contact our Client Coordinators if there is anything that we can do to assist the transition. Please remember we are able to provide quotes to take to planning meetings if you would like.

### HOT WEATHER GUIDELINES

All trips will proceed in hot weather, however the itinerary will be modified and the trip may be shortened. Please ensure your Tourist/s bring 'sun smart' items for their trip. More information will be on the itinerary.

### PCCU COMMUNITY LOTTERY

Thank you to everyone who purchased and sold tickets in the People's Choice Community Lottery. With your help we raised \$5,000.

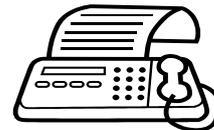
**RESPONSIBILITY:** Holiday Explorers (HX) insurance policy provides limited cover for liability that arises from the actions of tour participants while on holiday. A copy of our policy is available at our office. HX acts only as a broker for accommodation or transportation providers where such service 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 Wednesday 17th October**
- We then 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 by the due date**, specified in your itinerary to secure your place on your holiday. Other payments and due dates will be specified in 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 7 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'.
- **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: Wed 17th October 2018**



## NEXT ISSUE NO. 103

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

## STIRLING CHRISTMAS PAGEANT

A day in the Hills. We will watch the Stirling Christmas Pageant and go Christmas Shopping in the Adelaide Hills.

DT19-20 **Sunday, November 18** Total = \$247



NDIS Payment = \$232  
NDIS Client Gap = \$15

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

## WARRAWONG WILDLIFE SANCTUARY

See your favourite animals such as koalas, wallabies and kangaroos at the newly re-opened Warrawong Sanctuary.

DT19-21 **Saturday, November 24** Total = \$252



NDIS Payment = \$232  
NDIS Client Gap = \$20

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

## LEARN TO SURF

SA Disabled Surfers Assoc. have wetsuits, life jackets, vests, modified surf boards and lots of people to help you in the water.

DT19-22 **Sun, Nov 25** or DT19-32 **Sun, Feb 24** Total = \$237



NDIS Payment = \$232  
NDIS Client Gap = \$5

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

## SOUND AND VIBES MUSIC FESTIVAL

A new music festival for people living with disability. Held at Wayville Showgrounds. We will enjoy lunch at the festival too.

DT19-23 **Saturday, December 1** Total = \$252



NDIS Payment = \$232  
NDIS Client Gap = \$20

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

## POLICE BAND AT THE SHEDLEY THEATRE

The South Australian Police Band will perform all the Christmas Classics at the Shedley Theatre. We'll enjoy lunch after the show.

SE19-05 **Monday, December 10** Total = \$215 (for over 60 year olds)



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

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

## RIVER MURRAY LUNCH CRUISE

We drive to Murray Bridge for a cruise on the Murray River, and enjoy lunch as we cruise along, seeing other tourist attractions.

SE19-06 **Tuesday, December 11** Total = \$220 (for over 60 year olds)



NDIS Payment = \$200  
NDIS Client Gap = \$20

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

## ALADDIN HIGH TEA

We'll go to an Aladdin themed High Tea at the Stamford Plaza. There'll be food from the movie, and entertainment too.

DT19-24 **Sunday, December 16** Total = \$272



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

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

## ADELAIDE COUNTRY MUSIC CLUB

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

DT19-25 **Sun, Jan 6** or DT19-29 **Sun, Feb 3** Total = \$237



NDIS Payment = \$232  
NDIS Client Gap = \$5

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

## PORT RIVER DOLPHIN CRUISE

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

DT19-26 **Sunday, January 13** Total = \$252



NDIS Payment = \$232  
NDIS Client Gap = \$20

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

## HOLDEN CARS AT GLENELG

We'll go to Wigley Reserve at Glenelg and check out the display of different Holden cars. We will enjoy lunch near the beach too.

DT19-27 **Sunday, January 20** Total = \$247



NDIS Payment = \$232  
NDIS Client Gap = \$15

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

## HIGH TEA AT AUCHENDARROCH HOUSE

We'll go to High Tea at Auchendarroch House in Mount Barker. We will go on a Tour of the gardens and the old house too.

SE19-07 **Sunday, January 20** Total = \$272 (for over 60 year olds)



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

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

## THEATRE: PETER PAN GOES WRONG

Based on Peter Pan, but with lots of disasters. We will see Peter Pan and Tinkerbell as they try and make their way to Neverland.

DT19-28 **Saturday, February 2** Total = \$282



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

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

## ALL BRITISH DAY

A fantastic display from the oldest to the newest in British cars and bikes, entertainment, and then a tour around the Adelaide Hills.

DT19-30 **Sunday, February 10** Total = \$247



NDIS Payment = \$232  
NDIS Client Gap = \$15

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

## MONARTO ZOO

Go on the Monarto Zoo guided bus tour, and see wild animals up close. We might see rhinos, giraffes, lions and chimpanzees.

DT19-31 **Saturday, February 16** Total = \$257



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

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

## POWER OF THE PAST

A fantastic display of working cars, motor cycles, tractors and any thing else with an engine. We will enjoy lunch at the event too.

DT19-33 **Saturday, March 9** Total = \$247



NDIS Payment = \$232  
NDIS Client Gap = \$15

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

## ADELAIDE FRINGE FESTIVAL

A day of fun and entertainment at the Adelaide Fringe Festival. We'll see buskers, a show and enjoy a picnic lunch.

DT19-34 **Saturday, March 9** Total = \$252



NDIS Payment = \$232  
NDIS Client Gap = \$20

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

## ADELAIDE ZOO AND POPEYE

A great day out visiting the zoo and going for a cruise on the iconic Popeye along the River Torrens.

DT19-35 **Monday, March 11** (Long Wknd) Total = \$257



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

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

**Day Trip home pick-up / drop-off service:** Tourists may be offered a home pick-up/drop-off. The itinerary will provide more details. **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

## ADELAIDE CHRISTMAS PAGEANT

The Credit Union Christmas Pageant is a huge community event in the city. We'll go Christmas shopping and have a look at the displays as Adelaide gets ready for Christmas.

WN19-02 **Fri - Sat, November 9 - 10 Total = \$884**

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$20		Non NDIS Client Gap = \$170



## VICTOR HARBOR TRAIN AND CRUISE

We'll stay near the coast and the Victor Harbor Heritage Festival is on so we will go for a ride on the Cockle Train, and then on the P.S. Oscar W paddle steamer.

WA19-31 **Sat - Sun, December 1 - 2 Total = \$978**

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



## ONE DAY CRICKET

Watch all the action as Australia takes on South Africa in this One Day International Match. We'll tour local attractions and may have a game of cricket in the park.

WN19-03 **Fri - Sat, November 9 - 10 Total = \$904**

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



## FRENCH CHRISTMAS AND DOLPHIN CRUISE

We will celebrate Christmas with a French themed Dolphin Cruise. There will be French music and food for us to enjoy as we celebrate *Joyeux Noël*.

WN19-05 **Sun - Mon, December 2 - 3 Total = \$904**

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



## ROCK 'N' ROLL

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.

WA19-26 **Sat - Sun, November 10 - 11 Total = \$953**

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$25		Non NDIS Client Gap = \$175



## UFC FIGHTING

We will see all the action as the Ultimate Fighting Championship holds a fight night at the Adelaide Entertainment Centre. We will enjoy other Adelaide attractions over the weekend too.

WN19-06 **Sun - Mon, December 2 - 3 Total = \$914**

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$50		Non NDIS Client Gap = \$200



## AUSTRALIAN BEACH GAMES

This will be a great weekend to celebrate Australian summer. We will go to the beach and see people competing in sport on the beach. We'll tour local attractions over the weekend too.

WA19-27 **Sat - Sun, November 17 - 18 Total = \$958**

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



## PROFESSIONAL BULL RIDING

Watch this amazing feat as the cowboys try to stay on the bucking bulls. This will be an action packed show at the AEC. We will enjoy other Adelaide attractions over the weekend.

WA19-32 **Sat - Sun, December 8 - 9 Total = \$998**

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



## ALL STEAMED UP FESTIVAL

We will drive to Mannum for a weekend of history. There will be paddle steamers, classic cars and blacksmith demonstrations. We'll stay in Mannum and tour the area along the Murray River.

WA19-28 **Sat - Sun, November 17 - 18 Total = \$958**

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



## CHRISTMAS IN HAHNDORF

We will go to Hahndorf to the European style Christmas markets called *Christkindlmarkt*. There will be stalls, entertainment and food from all over Europe.

WA19-33 **Sat - Sun, December 15 - 16 Total = \$968**

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



## ROY ORBISON IN PORT ADELAIDE

Enjoy all your favourite Roy Orbison songs as you see a tribute to all his greatest hits at Port Adelaide. From *Only the Lonely* to *Pretty Woman* this will be a great show for all the Roy Orbison fans.

WN19-04 **Fri - Sat, November 23 - 24 Total = \$914**

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$50		Non NDIS Client Gap = \$200



## ADELAIDE UNITED SOCCER

Watch all the action of this top level soccer as we see Adelaide United v Wellington Phoenix at Coopers Stadium. We may play some soccer or other sports too.

WA19-34 **Sat - Sun, January 5 - 6 Total = \$958**

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



## MACCLESFIELD STRAWBERRY FETE

The Macclesfield Strawberry Fete is an Olde Style Fete with market stalls, strawberries and live music. We will also visit Beerenberg Strawberry Farm to pick strawberries straight from the bush.

WA19-29 **Sat - Sun, November 24 - 25 Total = \$958**

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



## BBL TWENTY20 CRICKET

A twenty20 action packed game of cricket at Adelaide Oval, Adelaide v Melbourne Stars. We'll tour local attractions and maybe do a tour of the oval.

WN19-07 **Fri - Sat, January 11 - 12 Total = \$894**

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$30		Non NDIS Client Gap = \$180



## MOUNT BARKER PAGEANT AND CAROLS

A weekend in the Hills, we can go to the Mt Barker Christmas Pageant, hear the Christmas carols and do some other sightseeing.

WA19-30 **Sat - Sun, December 1 - 2 Total = \$958**

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



## 36ERS BASKETBALL

We cheer on the 36ers as they take on Brisbane at the Titanium Security Arena. We may play some basketball or other sports too.

WA19-35 **Sat - Sun, January 12 - 13 Total = \$958**

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



# WEEKEND HOLIDAYS - PART 2

## PAMPERING AND BE A CHEF

A weekend of being pampered (a massage or manicure), relaxing in luxury apartments, shopping at markets and cooking a special dinner, where you get to be the chef!

WA19-36 **Sat - Sun, January 12 - 13 Total = \$958**  

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



## BAROSSA BOWLING AND MINI GOLF

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

WA19-43 **Sat - Sun, February 9 - 10 Total = \$958** 

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



## MADIBA THE MUSICAL

We will go and see 'Madiba the Musical' at the Adelaide Entertainment Centre. The musical is based on the life of Nelson Mandela and has beautiful dancing and inspiring songs.

WA19-37 **Sat - Sun, January 19 - 20 Total = \$998** 

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



## FAULTY TOWERS IN THE BAROSSA

We will go see the Faulty Towers Dining Experience and enjoy all the jokes and mayhem. We'll visit other Barossa tourist attractions over the weekend.

WN19-08 **Thur - Fri, February 14 - 15 Total = \$880** 

NDIS Payment = \$800	or	HX direct funded = \$650
NDIS Client Gap = \$80		Non NDIS Client Gap = \$230



## TEN PIN BOWLING

The Holiday Explorers Ten Pin Bowling Tournament is on again! Two groups compete against each other for the 'Best and Fairest' Bowling Team Award. *Start practicing!*

WA19-38 **Sat - Sun, January 19 - 20 Total = \$958** 

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



## MYSTERY WEEKEND

5-star accommodation, fine dining at a top restaurant, relaxing, some pampering during our stay, (maybe a massage or manicure) and of course—room service!

WA19-44 **Sat - Sun, February 16 - 17 Total = \$1,008** 

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



## COMPASS CUP AND AUSTRALIA DAY

We will go to Australia's only cow race at Mt Compass, watch the big race and join in with the events like "cow pat tossing". We'll enjoy other attractions over the Australia Day Weekend.

WA19-39 **Sat - Sun, January 26 - 27 (Long wknd) Total = \$958**

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



## ASO AND CHINESE NEW YEAR

The Adelaide Symphony Orchestra is celebrating the Year of the Pig and playing with an amazing Australian-Chinese Cellist. We can also enjoy dinner in China Town

WN19-09 **Sun - Mon, February 17 - 18 Total = \$934** 

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$70		Non NDIS Client Gap = \$220



## THEATRE: PETER PAN GOES WRONG

Based on Peter Pan, with lots of disasters. We will see Peter Pan and Tinkerbell as they try and make their way to Neverland. We will enjoy other Adelaide attractions over the weekend too.

WA19-40 **Sat - Sun, February 2 - 3 Total = \$978** 

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



## MURRAY BRIDGE SPEEDWAY

See the speedcars at Murray Bridge Riverview Speedway. Lots of action, spills and see the cars up close in the pits. We may go on a River Murray Cruise or visit Monarto Zoo.

WA19-45 **Sat - Sun, February 23 - 24 Total = \$968** 

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



## VICTOR HARBOR AND URIMBIRRA

We will tour Victor Harbor and Goolwa, visit Granite Island, see the animals at Urimbirra Wildlife Park and choose from other local activities over the weekend.

WA19-41 **Sat - Sun, February 2 - 3 Total = \$973** 

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



## ADELAIDE 500 CAR RACE

A weekend of V8 action. Watch the sedans, utes and lots of fast action. We will watch the big race on Sunday and concert on Sunday night.

WN19-10 **Sun - Mon, March 3 - 4 Total = \$1,014** 

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$150		Non NDIS Client Gap = \$300



## MONSTER TRUCKS

Action packed with monster size trucks, stunts, racing, crashes, fireworks and more at the Wayville Showgrounds. We may go to the Dodgem Cars or Motor Museum as well.

WA19-42 **Sat - Sun, February 9 - 10 Total = \$998** 

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



## VICTOR HARBOR AND TRAINS

We'll stay near the coast and visit local tourist attractions over the weekend. We'll enjoy a ride on the Cockle Train that goes between Victor Harbor and Goolwa.

WA19-46 **Sat - Sun, March 9 - 10 (Long Wknd) Total = \$973** 

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



**SERVICE FEE** - will remain unchanged for Tourists currently paying this until they transition to the NDIS or My Aged Care

- For 1-Day Tours (coded DT and SE) the Service Fee is \$120
- For weekend and 2-day holidays (coded WA and WN) the Service Fee is \$220
- For 3-day holidays (coded LWA) the Service Fee is \$300
- For 4-day holidays it's \$360, 5 days or longer holidays it's \$400 (coded HX or CT)

# 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)

## BURRA COUNTRY MUSIC FESTIVAL - 4 DAYS

We'll drive to Burra for the Country Music Festival to see bands from all over Australia, listen to music and join in the dancing!

HX19-05 **Fri - Mon, November 16 - 19 Total = \$1,842**

NDIS Payment = \$1,792  
NDIS Client Gap = \$50

or HX direct funded = \$1,442  
Non NDIS Client Gap = \$400



## GOLD COAST - 6 DAYS

Visit the fun attractions of the Gold Coast like Sea World, Dream World, Movie World and Currumbin Wildlife Sanctuary.

HX19-10 **Thur - Tues, Feb 28 - March 5 Total = \$3,492**

NDIS Payment = \$2,992  
NDIS Client Gap = \$500

or HX direct funded = \$2,442  
Non NDIS Client Gap = \$1,050



## 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.

LWA19-06 **Sat - Mon, November 17 - 19 Total = \$1,685**

NDIS Payment = \$1,560  
NDIS Client Gap = \$125

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



## NARNU FARM - 3 DAYS

We stay at Narnu Pioneer Farm on Hindmarsh Island. We'll feed the farm animals, go horse riding, have a farm truck ride and enjoy other farm activities. We'll also go over the bridge to explore Goolwa and Victor Harbor.

LWA19-08 **Fri - Sun, March 1 - 3 Total = \$1,700**

NDIS Payment = \$1,560  
NDIS Client Gap = \$140

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



## CHRISTMAS LONG WEEKEND - 3 DAYS

We'll enjoy a weekend of Christmas festivities. We'll visit Santa's Wonderland at the Wayville Showgrounds with rides and ice skating. We will go and see the Lobethal Christmas Lights display and watch the Motorbike Christmas Toy Run on Sunday morning.

LWA19-07 **Sat - Mon, December 8 - 10 Total = \$1,660**

NDIS Payment = \$1,560  
NDIS Client Gap = \$100

or HX direct funded = \$1,310  
Non NDIS Client Gap = \$350



## MAGIC BY THE SEA - 5 DAYS

We will join a Coach Trip by Holiday Wonders, and visit landmarks along the Great Ocean Road. We will visit the Twelve Apostles and the Cape Otway Lighthouse. We will travel through Lorne and Bells Beach. *\*priority for Tourists over 60 years*

CT19-02 **Tues - Sat, March 5 - 9 Total = \$2,956**

NDIS Payment = \$2,256  
NDIS Client Gap = \$700

or HX direct funded = \$1,806  
Non NDIS Client Gap = \$1,150



## KANGAROO ISLAND BY FERRY - 5 DAYS

We go on the Ferry from Cape Jervis to Penneshaw, stay in a B&B and see fantastic Kangaroo Island attractions. We'll go to world famous attractions like Seal Bay, Kelly Caves and National Parks.

HX19-06 **Tues - Sat, December 4 - 8 Total = \$2,651**

NDIS Payment = \$2,256  
NDIS Client Gap = \$395

or HX direct funded = \$1,806  
Non NDIS Client Gap = \$845



## SOUTH AUSTRALIAN CRUISE - 5 DAYS

A chance to cruise from Adelaide on the 'Pacific Eden' Cruise Liner and enjoy on deck entertainment. We'll visit some of South Australia's highlights stopping at Pt Lincoln and Kangaroo Island.

HX19-11 **Tues - Sat, March 12 - 16 Total = \$2,556**

NDIS Payment = \$2,256  
NDIS Client Gap = \$300

or HX direct funded = \$1,806  
Non NDIS Client Gap = \$750



## TUNARAMA AT PORT LINCOLN - 4 DAYS

Fly on a small plane to Pt Lincoln, go for a boat cruise and see the famous Tuna tossing competition at the Tunarama Festival.

HX19-07 **Fri - Mon, January 25 - 28 (Long Wknd) Total = \$2,242**

NDIS Payment = \$1,792  
NDIS Client Gap = \$450

or HX direct funded = \$1,442  
Non NDIS Client Gap = \$800

## RENMARK ROCKS ON - 4 DAYS

There will be lots of dancing and live music at the Renmark Rock 'n' Roll Festival. We'll visit other attractions in the Riverland too.

HX19-12 **Fri - Mon, March 15 - 18 Total = \$1,842**

NDIS Payment = \$1,792  
NDIS Client Gap = \$50

or HX direct funded = \$1,442  
Non NDIS Client Gap = \$400



## TASMANIA: HOBART - 6 DAYS

We fly to Hobart via a quick stopover in Melbourne. There are lots of places to visit including historic Port Arthur, National Parks, Wildlife Parks, markets, Wrest Point Casino, the wharf and more. We'll drive up Mt Wellington for great views.

HX19-08 **Thur - Tue, February 7 - 12 Total = \$3,517**

NDIS Payment = \$2,992  
NDIS Client Gap = \$525

or HX direct funded = \$2,442  
Non NDIS Client Gap = \$1,075



## HOLIDAY ITINERARY TIMING FOR #102

If a holiday is **NOT** offered to you, a letter with this advice will be sent by the **14th November 2018**.

If a holiday **IS** offered to you, an itinerary for that holiday will be sent as per the dates below. Please pay by the due date to confirm your acceptance or call us asap if you don't wish to go so we can offer the holiday to someone else.

- **Nov** itineraries to be sent by **26th Oct 2018**
- **Dec** itineraries to be sent by **16th Nov 2018**
- **Jan** itineraries to be sent by **14th Dec 2018**
- **Feb** itineraries to be sent by **18th Jan 2019**
- **Mar** itineraries to be sent by **1st Feb 2019**

## YORKE PENINSULA - 4 DAYS

Visit the scenic Yorke Peninsula and stay near the beach at Pt Vincent. We can visit Wallaroo and Moonta, go for relaxing walks along the beach or maybe try fishing or crabbing.

HX19-09 **Fri - Mon, February 22 - 25 Total = \$1,892**

NDIS Payment = \$1,792  
NDIS Client Gap = \$100

or HX direct funded = \$1,442  
Non NDIS Client Gap = \$450



## 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 Certificate 3 qualification) to provide support. This may include medication administration, manual handling & mobility support, maintaining personal hygiene, behaviour management, monitoring a medical condition and providing a response.
- ◆ 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 other 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.

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.

**Service Fee:** For Tourists without unpaid carers until they transition to NDIS or My Aged Care, and may also apply for Tourists not eligible for any other sources of funding support.

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 or planner managed NDIS Clients will be due before the holiday. NDIS managed clients will be invoiced their NDIS Client Fee 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 must be advised at least 14 days before the holiday. If payment has already been made a refund will be provided less an administration fee and any non-recoverable expenses incurred on behalf of the Tourist.

If the Tourist cancels after this time the invoice will still apply to cover all costs. The invoice will be reduced if any costs are recoverable.

Generally there is no refund for Day Tours, but if more than 14 days notice is provided and no additional costs have been incurred consideration may be given.



# Holiday Explorers Photo Album



Adventures on The Ghan



Whizzing on down!



This is your Captain speaking!



Flying like a bird



Watch out!



Mind your fingers!



Club Cool with Mates



Archery at the Sports Museum



Flying on a magic carpet!



Cooking delicious desserts



Relaxing in Victor Harbour



Look out behind!



Go Crows! at Adelaide Oval



Supported by



Government of South Australia  
Department of Human Services