

Holidaytime



Registered NDIS Provider

IF UNDELIVERED PLEASE RETURN TO HOLIDAY EXPLORERS

ISSUE NO. 105 OCTOBER 2019



Stepping out of our comfort zones



Hannah, Scott, Sam, Robyn, Adrian, Jenny and Janine riding Camels in Broome

TOURIST & CARER INFO
please read
IMPORTANT NEWS on page 2

BOOKINGS CLOSE
MONDAY 14th OCT 2019

Holiday Explorers 1 Brand Street Beulah Park South Australia 5067

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

VERY IMPORTANT NEWS!!

HOLIDAY EXPLORERS AGM!!

Our AGM is on **26th October 2019**, with a fun venue and activities, your invitation is enclosed with this Holidaytime for all current members.

TOURIST & CARER SATISFACTION SURVEY

Enclosed with this Holidaytime is our 2019 'Tourist and Carer Satisfaction Survey'. Your responses are very important as we plan for the future. We need your assistance and would really appreciate you filling out the survey and returning it to us by Friday, 1st November.

2019 / 2020 MEMBERSHIP RENEWAL & 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, please call our Client Coordinators to update your details.

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 once you're registered, with NDIS, or if you start a new plan so we can update our records and support your goals.

HOT WEATHER GUIDELINES

All trips will proceed in hot weather, however the itinerary may be modified. See itinerary for more information.

TOURIST ILLNESS REMINDER

It is important that Tourists are fit to travel on their trips. If a Tourist is unwell or showing signs of illness at the start of the trip they may not be able to travel, and will forfeit their right to a full refund. See page 4 for further information.

PCCU COMMUNITY LOTTERY

Thank you to everyone who purchased and sold tickets in the People's Choice Community Lottery. With your help we raised \$4,500.

EMAIL COMMUNICATION

For future correspondence we are moving to electronic communication. We have a quarterly email for HX and NDIS updates. Please advise us of your email address if you haven't already. If you don't have access to email, let us know and we can 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, email or fax it us.
- **Bookings for holidays in this issue are due by 4pm Monday 14th October**
- We allocate holidays according to people's requests, preferences and to establish compatible tour groups. (*Please ensure you put your first preference 1st*)
- **All bookings are tentative until you receive written confirmation** by way of an itinerary for your holiday. You must **pay the Fees and do a Service Booking (if required) by the due date**, specified in your itinerary to secure your place on your holiday. Other payments and due dates will be specified on the itinerary. Refer to page 7 and your Service Agreement for more details.
- The dates we send itineraries are listed on page 5 and on the Booking Form.
- You may continue to enquire about holidays after the booking period has closed as there may be vacancies and cancellations. Such requests are placed on our 'standby list'. Please also check www.bcause.com.au for our other holiday options.
- **Some longer holidays have a compulsory Pre-tour meeting**, except for Tourists living in country areas who may have a phone briefing instead. Pre-tours are indicated with a "P" in the corner of the holiday box.
- If you have any questions about making a booking please phone Holiday Explorers on 8331 2399.

BOOKINGS CLOSE: Mon 14th October 2019



NEXT ISSUE NO. 106

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

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

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

Membership criteria available on our website:

www.holidayexplorers.com.au

YOUR CONDITIONS OF MEMBERSHIP

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

ONE DAY TOURS

ADELAIDE COUNTRY MUSIC CLUB

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

DT20-18 **Sun, Nov 3** or DT20-29 **Sun, Feb 2** Total = \$242

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



THEATRE: BILLY ELLIOT

See the musical Billy Elliot with amazing dance routines and music.

DT20-25 **Sat, Jan 11** or DT20-26 **Sun, Jan 19** Total = \$327

SE20-10 **Wed, Jan 15** (for over 60 year olds)

NDIS Payment = \$232 | or | HX direct funded = \$182
NDIS Client Gap = \$95 | or | Non NDIS Client Gap = \$145



MOTORBIKE SHOW AT MACCESFIELD

We'll go to Maccesfield in the Adelaide Hills and check out the different motorbikes. We will enjoy lunch in the hills too.

DT20-19 **Sunday, November 3** Total = \$247

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



PORT RIVER DOLPHIN CRUISE

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

DT20-28 **Monday, January 27** *Aus Day L/W* Total = \$257

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



ADELAIDE INTERNATIONAL HORSE TRIALS

If you love horses, you'll enjoy The Adelaide International Horse Trials in the Adelaide Parklands with lots of jumping and dressage.

DT20-20 **Thursday, November 14** Total = \$215

NDIS Payment = \$200 | or | HX direct funded = \$150
NDIS Client Gap = \$15 | or | 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.

DT20-30 **Saturday, February 8** Total = \$262

NDIS Payment = \$232 | or | HX direct funded = \$182
NDIS Client Gap = \$30 | or | Non NDIS Client Gap = \$80



CONCERT: GREG HART AT GOOLWA

Greg Hart performs songs from Frank Sinatra, Michael Bubl , Roy Orbison, Elvis Presley and John Lennon in this amazing show.

SE20-05 **Wed, November 20** (for over 60 year olds) Total = \$230

NDIS Payment = \$200 | or | HX direct funded = \$150
NDIS Client Gap = \$30 | or | Non NDIS Client Gap = \$80



SAILABILITY

Want to learn to sail? Come along and try something new, exciting and fun at a local Adelaide Beach.

DT20-31 **Saturday, February 15** Total = \$247

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



THEATRE: A CHRISTMAS CAROL

At the Arts Theatre, the story of Ebenezer Scrooge who is visited by the Ghosts of Christmas Past, Present and Future.

DT20-21 **Saturday, November 23** Total = \$257

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



WOMENS ICC T20 CRICKET

A Twenty20 action packed day of cricket before the World Cup starts. See Australia v South Africa at Karen Rolton Oval.

DT20-32 **Tuesday, February 18** Total = \$215

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



LEARN TO SURF

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

DT20-22 **Sunday, November 24** Total = \$257

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



HOFBRAHAUS

Watch German style dancers and folk bands at the Old Mill in Hahndorf while enjoying a delicious smorgasbord lunch.

DT20-33 **Sunday, February 23** Total = \$262

NDIS Payment = \$232 | or | HX direct funded = \$182
NDIS Client Gap = \$30 | or | Non NDIS Client Gap = \$80



POLICE BAND AT NOARLUNGA OR THE BAROSSA

The South Australian Police Band will perform all the Christmas Classics at either Noarlunga (South) or in the Barossa (North).

SE20-06 **Tues, Nov 26** *South* or SE20-08 **Fri, Dec 6** *North* Total = \$230

NDIS Payment = \$200 | or | HX direct funded = \$150
NDIS Client Gap = \$30 | or | Non NDIS Client Gap = \$80



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.

DT20-34 **Sunday, March 1** Total = \$262

NDIS Payment = \$232 | or | HX direct funded = \$182
NDIS Client Gap = \$30 | or | Non NDIS Client Gap = \$80



WARRAWONG WILDLIFE SANCTUARY

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

DT20-23 **Saturday, November 30** Total = \$257

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



STEAMRANGER: COCKLE TRAIN

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

DT20-35 **Sunday, March 8** *March L/W* Total = \$262

NDIS Payment = \$232 | or | HX direct funded = \$182
NDIS Client Gap = \$30 | or | Non NDIS Client Gap = \$80



THEATRE: WEST SIDE STORY

With songs like *Maria, Somewhere, I Feel Pretty*, this hit based on Shakespeare's *Romeo and Juliet*, will be a show to remember.

SE20-07 **Wed, Dec 4** or DT20-24 **Sat, Dec 7** Total = \$327

NDIS Payment = \$232 | or | HX direct funded = \$182
NDIS Client Gap = \$95 | or | Non NDIS Client Gap = \$145



THEATRE: SCHOOL OF ROCK

This musical follows a wannabe rock star who becomes a teacher, and turns his class into an amazing rock band.

DT20-36 **Sunday, March 22** Total = \$327

NDIS Payment = \$232 | or | HX direct funded = \$182
NDIS Client Gap = \$95 | or | Non NDIS Client Gap = \$145



RIVER MURRAY LUNCH CRUISE

We drive to Murray Bridge for a cruise on the Murray River. Enjoy lunch as we cruise along, seeing relaxing scenery and birdlife.

SE20-09 **Tues, Dec 10** or DT20-27 **Tues, Jan 21** Total = \$225

NDIS Payment = \$200 | or | HX direct funded = \$150
NDIS Client Gap = \$25 | or | Non NDIS Client Gap = \$75



MARVEL UNIVERSE LIVE

The Marvel Universe and all your favourite superheroes will come to life in this action packed show at the Entertainment Centre.

DT20-37 **Saturday, March 28** Total = \$262

NDIS Payment = \$232 | or | HX direct funded = \$182
NDIS Client Gap = \$30 | or | Non NDIS Client Gap = \$80



WEEKEND HOLIDAYS - PART 1

36ERS BASKETBALL

We cheer on the 36ers as they take on Sydney at their new home stadium the Adelaide Entertainment Centre. We may play our own game of basketball or other sports too.

WA20-21 **Sat - Sun, November 2 - 3 Total = \$978**

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



LITTLE MERMAID AND THE ASO

Experience the Adelaide Symphony Orchestra at the Adelaide Entertainment Centre, as they perform the music of *The Little Mermaid* while the movie is playing on a huge screen.

WA20-27 **Sat - Sun, December 7 - 8 Total = \$998**

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



ADELAIDE CHRISTMAS PAGEANT

The Adelaide 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.

WN20-06 **Fri - Sat, November 8 - 9 Total = \$904**

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



CHRISTMAS IN HAHNDORF AND THE TOY RUN

We will go to Hahndorf to the European style Christmas markets. There will be stalls, entertainment and food from all over Europe. On Sunday morning we'll watch the Motorbike Christmas Toy Run.

WA20-28 **Sat - Sun, December 7 - 8 Total = \$968**

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



ROCK 'N' ROLL THEME DANCE

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

WA20-22 **Sat - Sun, November 9 - 10 Total = \$968**

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



CHRISTMAS WITH THE ASO AT THE SHEDLEY THEATRE

Experience the Adelaide Symphony Orchestra at the Shedley Theatre in Elizabeth as they play all the classic Christmas songs. We will enjoy other Christmas activities during the trip too.

WN20-08 **Fri - Sat, December 13 - 14 Total = \$924**

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$60		Non NDIS Client Gap = \$210



EDINBURGH AIR SHOW

Watch the amazing Air Show at the Edinburgh RAAF Base. There'll be some of Australia's Defence Force aircrafts including fighter jets and historic aircrafts too.

WA20-23 **Sat - Sun, November 9 - 10 Total = \$973**

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



THEATRE: BILLY ELLIOT

See the popular musical Billy Elliot with amazing dance routines. You'll be tapping your toes and dancing in your seat listening to the great music. We'll enjoy other local activities over the trip.

WA20-29 **Sat - Sun, January 11 - 12 Total = \$1,008**

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



MATILDAS V CHILE WOMENS SOCCER

It will be a sea of Green and Gold as we watch all the action of top level soccer and see the Australian Matildas take on Chile. We will enjoy other sports activities over the trip too.

WN20-07 **Tues - Wed, November 12 - 13 Total = \$840**

NDIS Payment = \$800	or	HX direct funded = \$650
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190

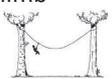


TREECLIMB AERIAL ADVENTURE PARK

Test your skills and develop your confidence at the TreeClimb Aerial Adventure Park. There are 47 tree top obstacles to challenge yourself and try new things!

WA20-30 **Sat - Sun, January 25 - 26 Aus Day L/W Total = \$988**

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



MURRAY BRIDGE CHRISTMAS

A weekend in Murray Bridge, we can go to the Murray Bridge Christmas Pageant, hear the Christmas carols and go sightseeing. We may go on a River Murray Cruise or visit Monarto Zoo.

WA20-24 **Sat - Sun, November 16 - 17 Total = \$968**

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



LIGHTNING BASKETBALL

We cheer on the Lightning as they take on Perth at the Adelaide Arena in their last home game of the season. We may play some basketball or other sports too.

WN20-09 **Thur - Fri, January 30 - 31 Total = \$840**

NDIS Payment = \$800	or	HX direct funded = \$650
NDIS Client Gap = \$40		Non NDIS Client Gap = \$190



BOHEMIAN RHAPSODY AT THEBARTON THEATRE

Adam Thompson and his band will do a tribute to Freddie Mercury and Queen. They will play all their big hits for us to dance along with. We may go to other live music over the weekend too.

WA20-25 **Sat - Sun, November 23 - 24 Total = \$1,008**

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



What if a tourist is sick before a holiday?

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

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.

WA20-26 **Sat - Sun, November 30 - December 1 Total = \$978**

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



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

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

WEEKEND HOLIDAYS - PART 2

ELVIS TRIBUTE DANCE

The Sounds of Elvis Fan Club of SA host a fun night with Elvis music, a live band and dancing. We'll choose from other Adelaide attractions over the weekend.

WA20-31 **Sat - Sun, February 1 - 2 Total = \$968**

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



KAYAKING WITH DOLPHINS

Go kayaking at Garden Island learning to paddle in stable sea kayaks. Stay in cabins at a caravan park, swim in the heated pool and have fun in the games room.

WA20-37 **Sat - Sun, February 29 - March 1 Total = \$978**

NDIS Payment = \$928	or	HX direct funded = \$778
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 Melbourne City at Coopers Stadium. We may play our own game of soccer or other sports too.

WA20-32 **Sat - Sun, February 1 - 2 Total = \$968**

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



MANNUM AND MONARTO ZOO

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

WA20-39 **Sat - Sun, March 7 - 8 March L/W Total = \$973**

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



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.

WA20-33 **Sat - Sun, February 8 - 9 Total = \$1,008**

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



SIMON AND GARFUNKEL TRIBUTE AT THEBARTON THEATRE

We'll go to the Thebarton Theatre see a Simon and Garfunkel tribute. We'll hear classic songs like *Bridge Over Troubled Waters* and *Mrs. Robinson*. We'll enjoy other Adelaide attractions too.

WN20-11 **Thur - Fri, March 12 - 13 Total = \$880**

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



MEGA ADVENTURE AERIAL PARK

Test your skills and develop your confidence at the Mega Adventure Aerial Park. The climbing structure is 26m high with suspension bridges, swings, nets and zip wires. It is a safe place to challenge yourself and try new things!

WA20-34 **Sat - Sun, February 15 - 16 Total = \$988**

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



THEATRE: SCHOOL OF ROCK

This musical follows a failed wannabe rock star who becomes a teacher, and turns his class into an amazing rock band. There will be great music to listen to during the show. We will enjoy other Adelaide attractions over the weekend too.

WA20-40 **Sat - Sun, March 21 - 22 Total = \$1,008**

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



MURRAY BRIDGE NIGHT CRUISE AND OLD TALEM TOWN

We will go for an evening cruise on the River Murray. We will also visit Old Talem Town and see what life was like for settlers of South Australia. We'll tour the area along the Murray River.

WA20-35 **Sat - Sun, February 15 - 16 Total = \$968**

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



MARVEL UNIVERSE LIVE

Watch Marvel Universe and all your favourite superheroes come to life in this action packed show at the Entertainment Centre. We'll see Iron Man, Spider Man and Thor take on the villains.

WA20-41 **Sat - Sun, March 28 - 29 Total = \$998**

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



VICTOR HARBOR LUXURY WEEKEND

Staying at the luxurious Whalers Way Resort overlooking the beach with a pool, spa, the best views and fine dining. A ride on the Cockle Train might be popular too.

WA20-36 **Sat - Sun, February 22 - 23 Total = \$1,028**

WA20-38 **Sat - Sun, February 29 - March 1** (for over 60 year olds)

NDIS Payment = \$928	or	HX direct funded = \$778
NDIS Client Gap = \$100		Non NDIS Client Gap = \$250



HOLIDAY ITINERARY TIMING FOR #105

If a holiday is **NOT** offered to you, a letter with this advice will be sent by the **11th November 2019**.

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

- **Nov** itineraries to be sent by **28th Oct 2019**
- **Dec** itineraries to be sent by **15th Nov 2019**
- **Jan** itineraries to be sent by **13th Dec 2019**
- **Feb** itineraries to be sent by **14th Jan 2020**
- **Mar** itineraries to be sent by **31st Jan 2020**

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

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.

WN20-10 **Sun - Mon, February 23 - 24 Total = \$994**

NDIS Payment = \$864	or	HX direct funded = \$714
NDIS Client Gap = \$130		Non NDIS Client Gap = \$280



TWO IMPORTANT REMINDERS OF CONCERNS WE HAVE SEEN OCCURING

Medication: Some Tourists are arriving with medication different to what was advised when updating their Brief Sheet. As per HX and Government Medication Management Requirements this is important to be correct. We don't want to risk a Tourist missing their drip due to incorrect medication. If a Tourist is unable to travel due to incorrect medication they will forfeit their right to a full refund. If there are changes to medication after updating their Brief Sheet, please contact the office.

Day Trip home pick-up / drop-off service:

There are a lot of Day Trips on page 4. Central pick-up and/or drop-off locations may be required for some day trips. If this is required we will note it in the itinerary and endeavor to find a pick up location close to you. If you have transport concerns please note it on the Booking Form to assist with our planning.

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)

CLUB SLICK AND CLUB COOL - 3 DAYS

Club Slick is a popular Rock 'n Roll Club run by the Down Syndrome Society on Friday night. On Sunday we will dance the afternoon away while listening to local talented artists perform.

LWA20-07 **Fri - Sun, November 15 - 17 Total = \$1,620**

NDIS Payment = \$1,560 or HX direct funded = \$1,310
 NDIS Client Gap = \$50 or Non NDIS Client Gap = \$310



NORMANVILLE CAMPING - 3 DAYS

We'll go camping next to the beach at Normanville. We'll go on short hikes, to the beach and explore places like Deep Creek National Park. Sleep in large tents and cook in the camp kitchen.

LWA20-11 **Fri - Sun, February 7 - 9 Total = \$1,610**

NDIS Payment = \$1,560 or HX direct funded = \$1,310
 NDIS Client Gap = \$50 or Non NDIS Client Gap = \$300



MOUNT GAMBIER - 5 DAYS

Our holiday goes to Mt Gambier as we explore the scenic South East of SA. We may go on a boat cruise on the Glenelg River, walk around the famous Blue Lake, and enjoy the beach at Nelson.

HX20-04 **Wed - Sun, November 27 - December 1 Total = \$2,477**

NDIS Payment = \$2,352 or HX direct funded = \$1,902
 NDIS Client Gap = \$125 or Non NDIS Client Gap = \$575

PORT BROUGHTON - 3 DAYS

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

LWA20-12 **Fri - Mon, February 21 - 23 Total = \$1,630**

NDIS Payment = \$1,560 or HX direct funded = \$1,310
 NDIS Client Gap = \$70 or Non NDIS Client Gap = \$320

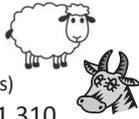


NARNU FARM - 3 DAYS

We stay at Narnu Pioneer Farm on Hindmarsh Island. Feed the farm animals, go on a farm truck ride and enjoy farm activities. We'll also explore Goolwa and Victor Harbor.

LWA20-08 **Fri - Sun, Nov 29 - Dec 1 Total = \$1,700**

LWA20-13 **Fri - Sun, March 13 - 15 (for over 60 year olds)**
 NDIS Payment = \$1,560 or HX direct funded = \$1,310
 NDIS Client Gap = \$140 or Non NDIS Client Gap = \$390



MELBOURNE – THEATRE: HARRY POTTER - 5 DAYS

We'll fly to Melbourne to see the incredible play "Harry Potter and the Cursed Child" over two nights. We will see Harry, Ron and Hermione and the world of Hogwarts come to life. We'll visit other tourist attractions and go shopping if the group wishes.

HX20-08 **Mon - Fri, February 24 - 28 Total = \$2,750**

NDIS Payment = \$2,200 or HX direct funded = \$1,750
 NDIS Client Gap = \$550 or Non NDIS Client Gap = \$1,000



LOBETHAL LIGHTS AND SANTAS WONDERLAND - 3 DAYS

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 have a look at the markets and stalls.

LWA20-09 **Fri - Sun, December 13 - 15 Total = \$1,650**

NDIS Payment = \$1,560 or HX direct funded = \$1,310
 NDIS Client Gap = \$90 or Non NDIS Client Gap = \$340



MELBOURNE – THEATRE: SHREK THE MUSICAL - 5 DAYS

We'll fly to Melbourne to see the musical "Shrek", based on the classic movie. We'll see Shrek and Donkey as they go try to save Princess Fiona. We'll visit local tourist attractions over the trip.

HX20-09 **Mon - Fri, February 24 - 28 Total = \$2,650**

NDIS Payment = \$2,200 or HX direct funded = \$1,750
 NDIS Client Gap = \$450 or Non NDIS Client Gap = \$900



MELBOURNE – TRAIN LOVERS - 6 DAYS

A trip for the train lovers! We travel on The Overland train to Melbourne. Once in Melbourne, we will catch trains and trams around the city and travel to Belgrave to ride on Puffy Billy.

HX20-05 **Mon - Sat, Jan 13 - 18 subject to change Total = \$3,156**

NDIS Payment = \$2,856 or HX direct funded = \$2,306
 NDIS Client Gap = \$300 or Non NDIS Client Gap = \$850



NORFOLK ISLAND - 9 DAYS

We will fly to Norfolk Island, via Sydney, for a week of island living. We will enjoy local delicacies, learn about Polynesian culture and convict history while touring this spectacular island.

HX20-10 **Sun - Mon, March 1 - 9 subject to change Total = \$5,500**

NDIS Payment = \$3,500 or HX direct funded = \$2,500
 NDIS Client Gap = \$2,000 or Non NDIS Client Gap = \$3,000

INTERNATIONAL TENNIS AND STRIKERS CRICKET - 4 DAYS

Watch the Adelaide International tennis at Memorial Drive and go to an action packed game of Big Bash cricket to see Strikers v Brisbane at the Adelaide Oval. We may do a tour of the oval too.

HX20-06 **Thur - Sun, January 16 - 19 Total = \$1,828**

NDIS Payment = \$1,728 or HX direct funded = \$1,378
 NDIS Client Gap = \$100 or Non NDIS Client Gap = \$450



RENMARK ROCKS ON AND RIVERLAND - 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 and may go on a river cruise.

HX20-11 **Fri - Mon, March 13 - 16 Total = \$1,862**

NDIS Payment = \$1,792 or HX direct funded = \$1,442
 NDIS Client Gap = \$70 or Non NDIS Client Gap = \$420



36ERS BASKETBALL AND STRIKERS CRICKET - 3 DAYS

We'll cheer on the 36ers as they take on Brisbane. On Saturday we'll watch the Strikers v Hobart in a game of Big Bash cricket at the Adelaide Oval. We will celebrate Australia Day at the beach.

LWA20-10 **Sat - Mon, January 25 - 27 Aus Day L/W Total = \$1,700**

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



GOLD COAST - 6 DAYS

Visit the fun attractions of the Gold Coast like Sea World, Dream World, Movie World and Currumbin Wildlife Sanctuary. *At Sea World the 'Seal Safari' \$65pp may be available if pre-booked.

HX20-12 **Thur - Tues, March 19 - 24 Total = \$3,542**

NDIS Payment = \$2,992 or HX direct funded = \$2,442
 NDIS Client Gap = \$550 or Non NDIS Client Gap = \$1,100



SWAN HILL - 7 DAYS

We will travel by the luxury public V-line Coach Service to Swan Hill. We'll enjoy riverboat cruises on the River Murray, visit the Pioneer Settlement and explore this part of Victoria.

HX20-07 **Wed - Tues, February 5 - 11 Total = \$3,600**

NDIS Payment = \$3,500 or HX direct funded = \$2,850
 NDIS Client Gap = \$100 or Non NDIS Client Gap = \$750



Upcoming trip alert!

We have tickets for Cirque du Soleil "Kurios" when it arrives in Adelaide in June 2020. We will be running four trips. Keep an eye out in Holidaytime #106 for the dates for you to include on your Booking Form.



HOLIDAYS FOR TOURISTS REQUIRING HIGHER INTENSITY SUPPORT

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

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

WHEELCHAIR / WALKING FRAME ACCESS?

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

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

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

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

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

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

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

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

Who are Holiday Explorers?

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

How much do the holidays cost?

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

Total Fee: The total cost of providing the holiday.

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

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

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

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

The above fees don't cover personal purchases.

Who would I be going with on my holiday?

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

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

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

TERMS & CONDITIONS REMINDERS

PAYMENT

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

CHANGES IN PRICES AND ITINERARIES

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

CANCELLATIONS AND REFUNDS

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

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



Holiday Explorers Photo Album



Ahoy there sailor



Strike!



Catching dinner



On stage with the King



An unusual bike!



Dance the night away



Go Crows!



Friends = Fun



Clickety Clack on the track



Keeping active!



Learning about animal conservation



Chilling at the bar



Feeding guinea pigs at the farm



A beautiful spring day



Supported by



Government of South Australia
Department of Human Services