

# Holidaytime

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ndis

Registered NDIS Provider



IF UNDELIVERED PLEASE RETURN TO HOLIDAY EXPLORERS

ISSUE NO. 108 OCTOBER 2020



## Lining up our next hole in one!



Julie, Fiona, Lisa, Tara and Michele at Barossa Bowland

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

**BOOKINGS CLOSE**  
**MON. 19th OCT 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!!

### HOLIDAY EXPLORERS AGM!!

Our AGM is on **31st October 2020**, with a fun venue and activities, your invitation is enclosed with this Holidaytime for all current members.

### 2020 / 2021 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.

### COVID-19 UPDATE

We started with short activities and Day Trips in the last Holidaytime, and are increasing the length of trips we are able to do in Holidaytime 108. See page 6 for more information.

### PAYING BY CARD

The Holiday Explorers office now has facilities to accept payment by card. Please come into the office during office hours and speak to our staff if you would like to pay your Tour Fee by card.

### NATIONAL DISABILITY INSURANCE SCHEME

Registered NDIS provider - 4050011231

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

Let us know when your plan rolls over so we can update our records and support your goals.

### 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.

### HOT WEATHER GUIDELINES

All trips will proceed in hot weather, however the itinerary may be modified. Please ensure Tourists bring a hat and sunscreen on all trips to ensure they are able to be Sun Smart while on trips. See itinerary for more information.

### HOLIDAY EXPLORERS ON SOCIAL MEDIA

Holiday Explorers is now on facebook and Instagram. Follow our pages to see photos and posts of what Tourists, Volunteers and Office Staff are up to.

**RESPONSIBILITY:** Holiday Explorers (HX) insurance policy provides limited cover for liability that arises from the actions of our participants while on holiday. A copy of our policy is available at our office. HX acts only as a broker for accommodation or transportation providers where such service providers are involved in the holiday. All documents issued in such cases are subject to any and all terms and conditions under which these services are provided. HX 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, the reintroduction of overnight trips, and there are new short face to face services, See page 6 for more information.
- To book 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 19th 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 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 6 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 19th October 2020**



## NEXT ISSUE NO. 109

Our next issue of *Holidaytime* will be sent to you in **February 2021**

**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.

# OVERNIGHT HOLIDAYS - WEEKENDS

## ADELAIDE CHRISTMAS WEEKEND

We will watch the new look Adelaide Christmas Pageant on TV. We'll go Christmas shopping and have a look at the displays as Adelaide gets ready for Christmas.

WA21-01 **Sat - Sun, November 14 - 15 Total = \$1,199** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$90		Non NDIS Client Gap = \$200



## MURRAY BRIDGE AND OLD TALEM TOWN

We will go visit Old Talem Town and see what life was like for settlers of South Australia. We'll tour the area along the Murray River over the weekend too.

WA21-08 **Sat - Sun, January 30 - 31 Total = \$1,199** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$90		Non NDIS Client Gap = \$200

## MACCLESFIELD STRAWBERRY FETE

The Macclesfield Strawberry Fete is an Olde Style Fete with market stalls, strawberries and live music. We'll also visit Beerenberg Strawberry Farm to pick our own strawberries.

WA21-02 **Sat - Sun, November 21 - 22 Total = \$1,199** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$90		Non NDIS Client Gap = \$200

## ADELAIDE 36ERS BASKETBALL

We cheer on the 36ers at the Adelaide Entertainment Centre. We may play our own game of basketball or other sports too. *Date may change as the NBL schedule is not yet confirmed.*

WA21-09 **Sat - Sun, January 30 - 31 Total = \$1,254** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$145		Non NDIS Client Gap = \$255

## STEAM RANGER SOUTHERN HILLS SPECIAL

The 'Southern Hills Special' Steam Ranger train includes a full day train trip from Victor Harbor to Mt Barker and back again. We'll stay near the coast and visit local tourist attractions.

WA21-03 **Sat - Sun, November 21 - 22 Total = \$1,269** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$160		Non NDIS Client Gap = \$270

## 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 also choose from other Adelaide attractions over the weekend.

WA21-10 **Sat - Sun, February 6 - 7 Total = \$1,209** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$100		Non NDIS Client Gap = \$210

## ABBA TRIBUTE SHOW AT HER MAJESTY'S THEATRE

A tribute to ABBA at the new Her Majesty's Theatre. We will hear all of ABBA's classic songs including *Dancing Queen* and *Money, Money, Money*. It will get us all dancing in the aisles.

WA21-04 **Sat - Sun, November 28 - 29 Total = \$1,274** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$165		Non NDIS Client Gap = \$275



## ADELAIDE HILLS AND WOODHOUSE MAZE

Enjoy a weekend in the Adelaide Hills. Visit Woodhouse Activity Centre and see if you can make it through the Labyrinth Maze. We'll visit other hills attractions over the weekend.

WA21-11 **Sat - Sun, February 13 - 14 Total = \$1,199** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$90		Non NDIS Client Gap = \$200

## ELVIS TRIBUTE SHOW AT THEBARTON THEATRE

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

WA21-05 **Sat - Sun, December 12 - 13 Total = \$1,284** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$175		Non NDIS Client Gap = \$285



## JOHN WILLIAMSTON IN THE BAROSSA VALLEY

See Australian icon John Williamson perform many of his classic hits and entertain us for the evening in the Barossa Valley. We'll tour local attractions throughout the weekend.

WA21-12 **Sat - Sun, February 20 - 21 Total = \$1,259** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$150		Non NDIS Client Gap = \$260

## BBL TWENTY20 CRICKET

A Twenty20 action packed game of cricket at Adelaide Oval, Adelaide Strikers v Perth Scorchers. We'll tour local attractions and maybe do a tour of the oval.

WA21-06 **Sat - Sun, January 16 - 17 Total = \$1,239** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$130		Non NDIS Client Gap = \$240



## ADELAIDE HIGHLIGHTS WEEKEND

We'll choose from Adelaide attractions over the weekend like the Zoo, Museum, Art Gallery, Rundle Mall, Glenelg, the Popeye and the Fruchos factory.

WA21-13 **Sat - Sun, February 27 - 28 Total = \$1,199** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$90		Non NDIS Client Gap = \$200

## SIR CLIFF RICHARD TRIBUTE AT HER MAJESTY'S THEATRE

A tribute to Sir Cliff Richard at the new Her Majesty's Theatre. We will hear all his classic songs including *Devil woman*, *Young Ones* and *Summer Holiday*. It will get us all dancing in the aisles.

WA21-07 **Sat - Sun, January 23 - 24 Total = \$1,289** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$180		Non NDIS Client Gap = \$290



## KAYAKING WITH DOLPHINS

Go kayaking at Garden Island learning to paddle in stable sea kayaks. We will enjoy other Adelaide attractions over the weekend too.

WA21-14 **Sat - Sun, February 27 - 28 Total = \$1,289** 

NDIS Payment = \$1,109	or	HX direct funded = \$999
NDIS Client Gap = \$180		Non NDIS Client Gap = \$290

# OVERNIGHT HOLIDAYS - WEEKDAYS

## STATE OF ORIGIN RUGBY

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

WN21-01 **Wed - Thur, November 4 - 5 Total = \$962** 

NDIS Payment = \$792	or	HX direct funded = \$687
NDIS Client Gap = \$170		Non NDIS Client Gap = \$275

## LIVY AND PETE AT SHEDLEY THEATRE

This tribute to Olivia Newton John and Peter Allen will celebrate the Australian icons. From Rio to Xanadu and everything in between. We will enjoy local attractions over the trip too.

WN21-02 **Thur - Fri, November 5 - 6 Total = \$912** 

NDIS Payment = \$792	or	HX direct funded = \$687
NDIS Client Gap = \$120		Non NDIS Client Gap = \$225



## OVERNIGHT HOLIDAYS - WEEKDAYS continued

### STEAMRANGER SOUTHERN ENCOUNTER TRAIN

The Southern Encounter train goes from Mount Barker to Victor Harbor for a lunch stop and then back again. We'll choose from your favourite tourist attractions in the hills over the trip too.

WN21-03 **Sun - Mon, November 15 - 16 Total = \$1,162**

NDIS Payment = \$1,032  
NDIS Client Gap = \$130

or

HX direct funded = \$922  
Non NDIS Client Gap = \$240



### BBL TWENTY20 CRICKET

A Twenty20 action packed game of cricket at Adelaide Oval, Adelaide Strikers v Melbourne Renegades. We'll tour local attractions and maybe do a tour of the oval.

WN21-05 **Thur - Fri, December 3 - 4 Total = \$952**

NDIS Payment = \$792  
NDIS Client Gap = \$160

or

HX direct funded = \$687  
Non NDIS Client Gap = \$265



### A NIGHT OF JAZZ AT HER MAJESTY'S THEATRE

A line up of local jazz musicians will have us toe-tapping all night long at the new Her Majesty's Theatre. We'll tour Adelaide attractions throughout the weekend.

WN21-04 **Wed - Thur, November 25 - 26 Total = \$932**

NDIS Payment = \$792  
NDIS Client Gap = \$140

or

HX direct funded = \$682  
Non NDIS Client Gap = \$250



### JOHN WILLIAMSTON AT THEBARTON THEATRE

See Australian icon John Williamson perform many of his classic hits and entertain us for the evening at Thebarton Theatre. We'll tour Adelaide attractions throughout the weekend.

WN21-06 **Fri - Sat, February 19 - 20 Total = \$986**

NDIS Payment = \$831  
NDIS Client Gap = \$155

or

HX direct funded = \$726  
Non NDIS Client Gap = \$260



## DAY TRIPS - WEEKENDS

### MUSICAL THEATRE AT THE CAPRI

During this special screening at the Capri we will hear amazing songs from *The Lion King*, *Phantom of the Opera* and more.

DT21-40 **Saturday, November 7 Total = \$316**

NDIS Payment = \$266  
NDIS Client Gap = \$50

or

HX direct funded = \$241  
Non NDIS Client Gap = \$75



### ADELAIDE OVAL TOUR

Explore Adelaide Oval, see the famous score board, and in the change rooms that footballers use. We'll enjoy lunch in the city.

DT21-46 **Saturday, December 5 Total = \$326**

NDIS Payment = \$266  
NDIS Client Gap = \$60

or

HX direct funded = \$241  
Non NDIS Client Gap = \$85



### ROY ORBINSON AT DUNSTAN PLAYHOUSE

Enjoy all your favourite Roy Orbison songs as you listen to a tribute to all his greatest hits at Dunstan Playhouse.

DT21-41 **Saturday, November 7 Total = \$371**

NDIS Payment = \$266  
NDIS Client Gap = \$105

or

HX direct funded = \$241  
Non NDIS Client Gap = \$130



### ADELAIDE COUNTRY MUSIC CLUB

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

DT21-47 **Sunday, December 6 Total = \$301**

NDIS Payment = \$266  
NDIS Client Gap = \$35

or

HX direct funded = \$241  
Non NDIS Client Gap = \$60



### MACCLESFIELD STRAWBERRY FETE

The Macclesfield Strawberry Fete is an Olde Style Fete with market stalls, strawberries and live music.

DT21-42 **Sunday, November 22 Total = \$296**

NDIS Payment = \$266  
NDIS Client Gap = \$30

or

HX direct funded = \$241  
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.

DT21-48 **Saturday, December 12 Total = \$326**

NDIS Payment = \$266  
NDIS Client Gap = \$60

or

HX direct funded = \$241  
Non NDIS Client Gap = \$85



### 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.

DT21-43 **Sunday, November 22 Total = \$296**

NDIS Payment = \$266  
NDIS Client Gap = \$30

or

HX direct funded = \$241  
Non NDIS Client Gap = \$55



### SANTAS WONDERLAND

We'll visit Santa's Wonderland at the Wayville Showgrounds with rides and ice skating.

DT21-49 **Sunday, December 13 Total = \$321**

NDIS Payment = \$266  
NDIS Client Gap = \$55

or

HX direct funded = \$241  
Non NDIS Client Gap = \$80



### COORONG CRUISE

We will spend the day cruising the Murray Mouth, Coorong and Goolwa Lakes and seeing the wildlife in the area.

DT21-44 **Sat, Nov 28** or DT21-52 **Sat, Jan 16 Total = \$331**

NDIS Payment = \$266  
NDIS Client Gap = \$65

or

HX direct funded = \$241  
Non NDIS Client Gap = \$90



### PORT RIVER DOLPHIN CRUISE

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

DT21-50 **Sunday, January 10 Total = \$316**

NDIS Payment = \$266  
NDIS Client Gap = \$50

or

HX direct funded = \$241  
Non NDIS Client Gap = \$75



### WARRAWONG WILDLIFE SANCTUARY

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

DT21-45 **Sunday, November 29 Total = \$306**

NDIS Payment = \$266  
NDIS Client Gap = \$40

or

HX direct funded = \$241  
Non NDIS Client Gap = \$65



### ADELAIDE INTERNATIONAL TENNIS

Tennis is returning to Adelaide with the Adelaide International tennis at Memorial Drive. We will enjoy a day watching the games.

DT21-51 **Sunday, January 10 Total = \$326**

NDIS Payment = \$266  
NDIS Client Gap = \$60

or

HX direct funded = \$241  
Non NDIS Client Gap = \$85



## DAY TRIPS - WEEKENDS continued

<p><b>TOUR DOWN UNDER</b> We will see the Tour Down Under bike race as it races through the regions of South Australia. DT21-53 <b>Saturday, January 23 Total = \$296</b> NDIS Payment = \$266   or   HX direct funded = \$241 NDIS Client Gap = \$30   Non NDIS Client Gap = \$55</p>	<p><b>THE BEACHHOUSE</b> We will visit The Beachouse for a day of fun bumper boats, mini golf and lots of other rides. DT21-56 <b>Sunday, February 7 Total = \$326</b> NDIS Payment = \$266   or   HX direct funded = \$241 NDIS Client Gap = \$60   Non NDIS Client Gap = \$85</p>
<p><b>ST KILDA MANGROVES, BEACH AND PLAYGROUND</b> We will enjoy a day at St Kilda. We will visit the mangrove trail, St Kilda Beach and go to the adventure playground. DT21-54 <b>Saturday, January 30 Total = \$296</b> NDIS Payment = \$266   or   HX direct funded = \$241 NDIS Client Gap = \$30   Non NDIS Client Gap = \$55</p>	<p><b>ALL BRITISH DAY</b> A fantastic display from the oldest to the newest in British cars and bikes, entertainment, and then a tour around the Adelaide Hills. DT21-57 <b>Sunday, February 14 Total = \$306</b> NDIS Payment = \$266   or   HX direct funded = \$241 NDIS Client Gap = \$40   Non NDIS Client Gap = \$65</p>
<p><b>ADELAIDE BUG FESTIVAL</b> This exhibition at the Adelaide Showgrounds, is all things creepy and crawly, including enormous robotic bugs. DT21-55 <b>Saturday, February 6 Total = \$316</b> NDIS Payment = \$266   or   HX direct funded = \$241 NDIS Client Gap = \$50   Non NDIS Client Gap = \$75</p>	<p><b>ADELAIDE FRINGE FESTIVAL</b> A day of fun and entertainment at the Adelaide Fringe Festival. We'll see buskers, a show and enjoy a picnic lunch. DT21-58 <b>Saturday, February 27 Total = \$326</b> NDIS Payment = \$266   or   HX direct funded = \$241 NDIS Client Gap = \$60   Non NDIS Client Gap = \$85</p>

## DAY TRIPS - WEEKDAYS

<p><b>PW MAYFLOWER CRUISE</b> We'll drive to Mannum and go for a cruise on the P.W. Mayflower paddle steamer. We will enjoy lunch near the river. SE21-01 <b>Thursday, November 12 Total = \$261</b> NDIS Payment = \$216   or   HX direct funded = \$191 NDIS Client Gap = \$45   Non NDIS Client Gap = \$70</p>	<p><b>PS MARION CRUISE</b> We'll drive to Mannum and go for a cruise on the P.S. Marion paddle steamer. We will enjoy lunch near the river. SE21-04 <b>Tuesday, January 26 Aus Day P/H Total = \$266</b> NDIS Payment = \$216   or   HX direct funded = \$191 NDIS Client Gap = \$50   Non NDIS Client Gap = \$75</p>
<p><b>RIVER MURRAY LUNCH CRUISE</b> We drive to Murray Bridge for a cruise on the Murray River. Enjoy lunch, relaxing scenery and birdlife as we cruise along. SE21-02 <b>Tuesday, December 1 Total = \$286</b> NDIS Payment = \$216   or   HX direct funded = \$191 NDIS Client Gap = \$70   Non NDIS Client Gap = \$95</p>	<p><b>COORONG CRUISE</b> We will spend the day cruising the Murray Mouth, Coorong and Goolwa lakes and seeing the wildlife in the area. SE21-05 <b>Friday, February 12 Total = \$266</b> NDIS Payment = \$216   or   HX direct funded = \$191 NDIS Client Gap = \$50   Non NDIS Client Gap = \$75</p>
<p><b>FINNIS FLYER TRAIN</b> Take a ride on a heritage "Redhen" railcar from Goolwa to Finnis and back again and enjoy lunch on the coast. SE21-03 <b>Tuesday, January 19 Total = \$261</b> NDIS Payment = \$216   or   HX direct funded = \$191 NDIS Client Gap = \$45   Non NDIS Client Gap = \$70</p>	<p><b>RIVER MURRAY LUNCH CRUISE</b> We drive to Murray Bridge for a cruise on the Murray River. Enjoy lunch, relaxing scenery and birdlife as we cruise along. SE21-06 <b>Tuesday, February 16 Total = \$286</b> NDIS Payment = \$216   or   HX direct funded = \$191 NDIS Client Gap = \$70   Non NDIS Client Gap = \$95</p>

**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.**

## HOLIDAY EXPLORERS ACTIVITIES

<p><b>CHRISTMAS CARD MAKING</b> Come to Holiday Explorers to learn a new skill. We'll learn how to make Christmas cards for you to give out to family and friends. HXA21-11 <b>Saturday, November 14 Total = \$70</b> NDIS Payment = \$60   or   HX direct funded = \$50 NDIS Client Gap = \$10   Non NDIS Client Gap = \$20</p>	<p><b>CRAFT</b> Come to Holiday Explorers to learn a new craft skill. Be part of a small group and learn together with Support Staff. Make something to take home with you. HXA21-12 <b>Saturday, December 5 Total = \$70</b> NDIS Payment = \$60   or   HX direct funded = \$50 NDIS Client Gap = \$10   Non NDIS Client Gap = \$20</p>
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## HOLIDAY EXPLORERS ACTIVITES continued

### LEGO

Come to Holiday Explorers to join a small group building Lego. Show off your Lego skills and learn together with Support Staff. There will be lego to build with the test your skills.

HXA21-13 **Saturday, January 9 Total = \$70**

NDIS Payment = \$60  
NDIS Client Gap = \$10

or

HX direct funded = \$50  
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. Make something to take home with you.

HXA21-14 **Sunday, February 21 Total = \$70**

NDIS Payment = \$60  
NDIS Client Gap = \$10

or

HX direct funded = \$50  
Non NDIS Client Gap = \$20



## RETURN TO SERVICES

Thank you to everyone who was a part of service in Holidaytime 107. There were many new strategies that we rolled out. Thank you to everyone involved for following the strategies, and assisting as things were changing.

For the safety of our Tourists, Carers, Support Staff and wider community we will continue a gradual approach to restarting services. We are strictly adhering to the recommendations of the South Australian Department of Health. We will continue monitoring the COVID situation in South Australia and will stop services if required.

Before each trip we will continue to check that people have not been unwell, or have been in contact with someone who has COVID (or is suspected of having COVID and is awaiting their test results). This check has been occurring when people are calling to confirm their pick ups in the days leading up to the trip.

Holidaytime 108 has trips starting in November and continuing through to until the end of February. As people will be aware it is hard to plan 6 months in advance. With this in mind there may be some changes to dates of trips as events are rescheduled or cancelled. Thank you for continuing to work with us as we make these changes and react to what is happening.

In this Holidaytime there are Holiday Explorers Activities (on page 5 and 6), day trips (on page 4 and 5) and overnight trips during the week and on weekends (on page 3 and 4).

There are a number of strategies we are putting in place to be able to recommence overnight trips.

- Tourists will have their temperature checked at the start of the trip, and on the morning of the 2nd day
- Groups will be smaller, with 4 Tourists to 2 Volunteer Support Staff
- All members of the group will have their own accommodation room, with bathroom. Exceptions to this are if the Tourists live together (in the same family, couples) or in the same accommodation house.

If you have any ideas for what activities we could be running, or trips we could be planning please contact us to let us know.

### Holiday Explorers AGM

Invitation included with this Holidaytime.

Come and join other Tourists and members of the Holiday Explorers community.

Please contact the office to RSVP.



### HOLIDAY ITINERARY TIMING FOR #108

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

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 **6th Nov 2020**
- **Dec** itineraries to be sent by **13th Nov 2020**
- **Jan** itineraries to be sent by **11th Dec 2020**
- **Feb** itineraries to be sent by **15th Jan 2021**

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.

## 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



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Historical fun with classic cars



Go Crows!



Being farmers for a day



A lovely Spring day and native animals



King of the Jungle



A beautiful day with friends at the zoo



Sharing some lunch with the camel



High flying at Mega Adventure



Learning about animals



Lunch in the hills, yum



Football with friends for the win



Groovin' with The King



Mini golf dinosaurs!