

CELEBRATING 35 YEARS OF SERVICE



ISSUE #123

HOLIDAY TIME

DECEMBER 2024 . JANUARY , FEBRUARY 2025

HOLIDAY EXPLORERS
NDIS & COMMONWEALTH HOME SUPPORT



Welcome to Holiday Time #123



Welcome to the final Holiday Explorers Holiday Time Edition for 2024

I've had a lovely time getting to know everyone at Holiday Explorers as the new Executive Manager – thank you for having me!

One of the things we are very much aware of is the cost of activities (trips). We want to start making things more affordable so that you can come on more activities with us. From 2025 we will start to offer more options that are 'no cost' or 'low cost'.

We will also start to use different ways to communicate activities. Some of the changes include making registrations easier by offering online wait lists to make it easier to plan what activities you may be interested in.

As always, if you ever have a question or a concern about the service you receive from Holiday Explorers you can email us or call us.

I look forward to updating you further throughout the year and look forward to seeing you on our activities soon!

Finally, please enjoy a safe and peaceful holiday season.

Kind regards,

Melanie Dancer

Executive Manager

FREQUENTLY ASKED QUESTIONS

Q: How do you price the Activities / Trips?

Most of the costs associated with activities are covered under your NDIS plan, but there may be additional out-of-pocket expenses for items such as event tickets, meals, or transportation. We are committed to being transparent about costs and will work with you to ensure our programs fit within your budget.

Example Cost Breakdown:

- **Program Fees:** are usually covered by NDIS under Core Supports or Capacity Building.
- **Outings / Activities and Events:** You may need to pay for things like entry fees or tickets (e.g., zoo entry, movie tickets).
- **Meals and Refreshments:** Additional costs may apply if meals are not provided during the activity.

Q: Why am I being charged if Holiday Explorers use Volunteers – aren't they free?

Staff at Holiday Explorers plan and manage the activity, arrange the bookings, the ticketing, transport, meals, and do all the checks to ensure you have a safe and fun experience. Staff make sure that the volunteers who come with you are ready with the resources and information that they need on the day, and support and manage the activity by attending to emergencies and any changes to the activity if something unexpected happens. The volunteers who attend the activity with you are expected to communicate with staff for check-ins for things like incidents, or if medication needs to be given. Staff attend activities from time to time to ensure our clients are happy with our service.

How do I know if I can afford to go on an activity?

Holiday Explorers will coordinate with you and your plan manager to ensure that the selected programs are in line with your plan and funding. We will review your plan's budget, discuss your options, and provide a clear breakdown of costs so that you know that you can afford the activity.

Q: What happens if I can't go on an Activity?

You should let us know as soon as possible. Billing may still apply, and you may not be able to have a refund for the things you paid for as a client gap.

Q: Can I be picked up and dropped off at home?

In most cases we may be able to arrange a home pick up and/or drop off. Please speak to us to request a quote so that you understand that cost to you before you book.

Q: Do I have to bring food with me?

We generally provide all main meals as part of the cost of the activity. This is covered as part of the client gap. Any meal-related information will be communicated beforehand, including any additional costs if meals are provided.

Q: How much money should I bring?

All main meals and activities are covered by the client gap however, we suggest bringing about \$20.00 as spending money for any extra drinks, snacks, or souvenirs.

Q: Can I bring my own Support Worker with me?

Holiday Explorers provides all the required support for the activity. Please call us to discuss if you require extra support or need to bring your own support worker.

CHRISTMAS



DT25-85

STIRLING CHRISTMAS PAGEANT

Sun 01 December

Stirling

NDIS Payment: \$ 905

Cost to Client: \$ 35

(Client Gap)

My Aged Care Client Gap: TBC

Come with us to the Stirling Christmas Pageant! Including a Fair and Market, live music, activities, sideshows, animal nursery, food stalls and many market stalls, it's sure to be a wonderful day out!



DT25-87

THE 60 FOUR CHRISTMAS PROMS

Sun 01 December (3:00pm show)

Adelaide Town Hall

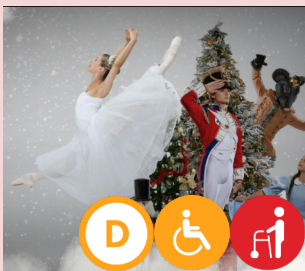
NDIS Payment: \$ 858

Cost to Client: \$ 90

(Client Gap)

My Aged Care Client Gap: TBC

The 60 Four are heading to Adelaide Town Hall for one day only this December, as they present Christmas Proms. Featuring music from The Beatles, The Beach Boys, Elvis Presley and Frankie Valli and the Four Seasons, this is a Christmas concert you won't want to miss!



DT25-89

BALLET: THE NUTCRACKER

Sat 07 December (2:30pm show)

Festival Theatre

NDIS Payment: \$ 709

Cost to Client: \$ 172

(Client Gap)

My Aged Care Client Gap: TBC

Experience the enchanting magic of The Nutcracker this Christmas with international artists bringing the timeless tale to life. From breathtaking snowflakes to the iconic Sugar Plum Fairy, every moment captivates, filling hearts with holiday cheer!



WA25-14

STEAMRANGER: SOUTHERN LIGHTS SPECIAL

Sat 14 - Sun 15 December

Victor Harbor/Goolwa

NDIS Payment: \$ 2,390

Cost to Client: \$ 259

(Client Gap)

My Aged Care Client Gap: TBC

We'll spend a wonderful day in Goolwa before heading to our main event the Southern Lights Special! Our train will be decorated with Christmas lights inside and out, when we arrive at Victor Harbor, a local band will play Christmas Carols, and we'll visit the National Trust Museum. We may even see Father Christmas aboard our train!



DT25-92

HAHNDORF CHRISTMAS MARKET

Sun 15 December

Hahndorf

NDIS Payment: \$ 905

Cost to Client: \$ 35

(Client Gap)

My Aged Care Client Gap: TBC

The Hahndorf Christkindlmarkt is an annual European-style Christmas market that captures the essence of community and celebration. We'll enjoy all the fun, laughter, and time together, as we share this Christmas experience.



Please make sure you send back your Booking Form asap - if you need another copy, please contact the office.



DAY
TRIP



OVERNIGHT
TRIP



LONGER
TRIP



WHEELCHAIR
ACCESSIBLE



PARTIALLY
ACCESSIBLE



SPORTS



DT25-88

TEST CRICKET: AUSTRALIA VS INDIA

Sat 07 December
Adelaide Oval (2:30pm game)
NDIS Payment:*\$ \$738
Cost to Client: \$ \$128
(Client Gap)
My Aged Care Client Gap: TBC

Australia and India go head-to-head in one of cricket's great rivalries as the popular pink-ball test returns to Adelaide Oval for the Day-Night Test. Let's cheer on our team!



DT25-90

BASKETBALL: ADELAIDE 36ERS V PERTH WILDCATS

Sun 08 December (4:00pm game)
Adelaide Entertainment Centre
NDIS Payment:*\$ \$858
Cost to Client: \$ \$95
(Client Gap)
My Aged Care Client Gap: TBC

The Adelaide 36ers are taking on the Perth Wild Cats at the Adelaide Entertainment Centre. Catch all the action and unforgettable moments and support our team as they fight to claim the championship!



DT25-91

BASKETBALL: ADELAIDE 36ERS V NEW ZEALAND

Sat 14 December (5:00pm game)
Adelaide Entertainment Centre
NDIS Payment:*\$ \$709
Cost to Client: \$ \$95
(Client Gap)
My Aged Care Client Gap: TBC

The Adelaide 36ers will clash with the New Zealand Breakers at the Adelaide Entertainment Centre. Catch all the action and unforgettable moments and support our team as they fight to claim the championship!



DT25-94

BBL: ADELAIDE STRIKERS V MELBOURNE STARS

Fri 20 December (6:45pm game)
Adelaide Oval
NDIS Payment:*\$ \$561
Cost to Client: \$ \$99
(Client Gap)
My Aged Care Client Gap: TBC

The Big Bash League is back! Come with us to Adelaide Oval as the Adelaide Strikers take on the Melbourne Stars, let's enjoy all the atmosphere of Adelaide Oval as we support our team.



DT25-97

BBL: ADELAIDE STRIKERS V BRISBANE HEAT

Sat 11 January (7:30pm game)
Adelaide Oval
NDIS Payment:*\$ \$709
Cost to Client: \$ \$99
(Client Gap)
My Aged Care Client Gap: TBC

The Big Bash League is Back! Come with us to Adelaide Oval as the Adelaide Strikers take on the Brisbane Heat, let's take in the atmosphere of Adelaide Oval as we support our team.



DT25-98

TENNIS: ADELAIDE INTERNATIONAL

Sat 11 January (11:00am start)
Memorial Drive
NDIS Payment:*\$ \$709
Cost to Client: \$ \$155
(Client Gap)
My Aged Care Client Gap: TBC

Tennis hits home as the Adelaide International returns for 2025! See some of the world's best battle it out at The Drive! It's our chance to witness world-class players compete for the title in a thrilling showcase of skill and determination.



SPORTS



DT25-101

SOCCER: ADELAIDE UNITED V MELBOURNE VICTORY

Sat 18 January (7:00pm game)

Coopers Stadium

NDIS Payment: *\$ 709

Cost to Client: \$ 81

(Client Gap)

My Aged Care Client Gap: TBC



Adelaide United FC clashes with Melbourne Victory at Coopers Stadium. We'll be there, supporting Adelaide, cheering them on, and feeling the excitement of every goal. It's sure to be an unforgettable match!



DT25-107

BASKETBALL: ADELAIDE 36ERS V NEW ZEALAND

Sun 26 January (5:00pm game)

Adelaide Entertainment Centre

NDIS Payment: *\$ 858

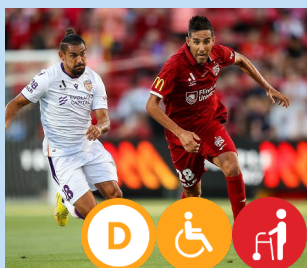
Cost to Client: \$ 95

(Client Gap)

My Aged Care Client Gap: TBC



The Adelaide 36ers take on the New Zealand Breakers again at the Adelaide Entertainment Centre. Catch all the action as they try to settle the score! Let's support our team as they fight to claim the championship!



DT25-116

SOCCER: ADELAIDE UNITED V NEWCASTLE JETS

Sat 15 February (7:00pm game)

Coopers Stadium

NDIS Payment: *\$ 709

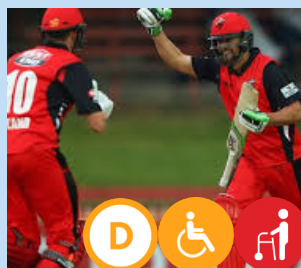
Cost to Client: \$ 81

(Client Gap)

My Aged Care Client Gap: TBC



Adelaide United FC take on the Newcastle Jets at Coopers Stadium. We'll be there, supporting Adelaide, cheering them on and feeling the excitement of every goal. It's sure to be an unforgettable match!



DT25-119

CRICKET: ONE DAY CUP REDBACKS V TIGERS

Sun 23 February (10:00am game)

Adelaide Oval

NDIS Payment: *\$ 858

Cost to Client: \$ 45

(Client Gap)

My Aged Care Client Gap: TBC



We're headed to Adelaide Oval for the One Day Cup! Let's join the crowd and watch the action as the Adelaide Redbacks take on the Tasmanian Tigers in the One-Day Cup!

VOLUNTEERS NEEDED



JOIN US IN CREATING SMILES AND UNFORGETTABLE MOMENTS FOR OUR CLIENTS. WE NEED VOLUNTEERS WITH BIG HEARTS AND A PASSION FOR SPREADING JOY.

BE A SUPERHERO IN SOMEONE'S LIFE – VOLUNTEER TODAY!

CONTACT TAMARA OR HALEY AT: (08) 8331 2399

OR EMAIL US AT:

VOLUNTEERING@HOLIDAYEXPLORERS.COM.AU



MUSIC & THEATRE



DT25-105

COSENTINO MAGIC SHOW

Sat 25 January (7:30pm show)

Her Majesty's Theatre

NDIS Payment: \$ 709

Cost to Client: \$ 138

(Client Gap)

My Aged Care Client Gap: TBC

Australia's world-renowned entertainer and International Magician of the Year, Cosentino, returns to Adelaide. Join Cosentino as he performs death-defying escapes that will thrill your senses, mind-boggling stage illusions and cutting-edge street magic that twists your view of reality.



DT25-106

PETER AND THE STARCATCHER

Sat 25 January (2:00pm show)

Dunstan Playhouse

NDIS Payment: \$ 709

Cost to Client: \$ 184

(Client Gap)

My Aged Care Client Gap: TBC

Winner of 5 Tony Awards, this theatrical masterpiece originally developed by Disney Theatrical Group flies into Adelaide! This hilarious swashbuckling prequel to Peter Pan that will have you hooked from the moment you let your imagination take flight and escape to the fantastical world you never knew existed before Neverland.



DT25-109

ELVIS ! BY ANTHONY PETRUCCI

Sat 01 February (2:00pm Show)

The Regal Theatre

NDIS Payment: \$ 709

Cost to Client: \$ 124

(Client Gap)

My Aged Care Client Gap: TBC

Accompanied by a live band, the show includes a lot of Elvis' major hits and there will be some special surprises for the die-hard fans. A show not to be missed for any Elvis Presley fan or any music fan to put it simple! So, slick up the hair, put on those dancing shoes and let us take you on a journey to where rock 'n' roll began!



DT25-112

COUNTRY MUSIC CLUB

Sun 02 February

Kilburn RSL

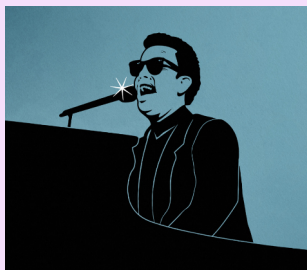
NDIS Payment: \$ 858

Cost to Client: \$ 47

(Client Gap)

My Aged Care Client Gap: TBC

We'll sing, clap, and maybe do a bit of line dancing with friends as we enjoy listening to the live band playing great country music.



DT25-113

ADELAIDE SYMPHONY ORCHESTRA: PIANO MAN

Sat 08 February (7:30pm show)

Festival Theatre

NDIS Payment: \$ 709

Cost to Client: \$ 133

(Client Gap)

My Aged Care Client Gap: TBC

The Australian Symphony Orchestra celebrates Billy Joel in the Australian Premiere of Piano Man! With hits including Just the Way You Are, Uptown Girl, She's Always a Woman, New York State of Mind, Only the Good Die Young, Vienna and of course Piano Man!



DT25-118

CLUB COOL

Sun 16 February

The Gov, Adelaide

NDIS Payment: \$ 858

Cost to Client: \$ 35

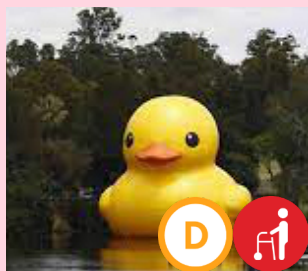
(Client Gap)

My Aged Care Client Gap: TBC

We'll have fun with friends while dancing the afternoon away and enjoying the sounds of live bands playing music from the 50s to the 90s at The Gov!



TOURING SA



DT25-86

THE GREAT STRATHALBYN DUCK RACE

Sun 01 December

Strathalbyn

NDIS Payment: \$ 905

Cost to Client: \$ 35

(Client Gap)

My Aged Care Client Gap: TBC

Come with us to the Adelaide Hills to see the famous Strathalbyn Duck Race! We'll travel to Strathalbyn to see the amazing sight of countless bright yellow rubber duck in a race down the Angus River, helped on their way by a wind machine!



WA25-15

BAROSSA BOWLAND

Sat 18 - Sun 19 January

Barossa Valley

NDIS Payment: \$ 2,390

Cost to Client: \$ 295

(Client Gap)

My Aged Care Client Gap: TBC

Barossa weekend getaway! Have a blast at Barossa Bowland & Dinosaur Mini Golf. Fun and adventure await in the heart of Barossa Valley. Unwind and play on this weekend getaway.



DT25-104

TOUR DOWN UNDER: WILLUNGA

Sat 25 January

Willunga

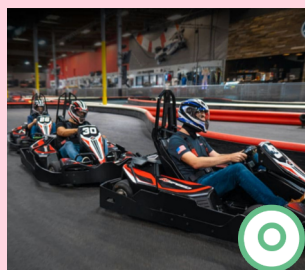
NDIS Payment: \$ 810

Cost to Client: \$ 35

(Client Gap)

My Aged Care Client Gap: TBC

The Tour Down Under is here! We'll head to Willunga to watch the cyclists take on the famous Willunga Hill! We'll join the Hillside Social and relax with the crowd as we watch the cyclists take on the toughest climb in the race!



WA25-16

LASER TAG, BOWLING, & GO KARTS

Sat 08 - Sun 09 February

Adelaide

NDIS Payment: \$ 2,322

Cost to Client: \$ 295

(Client Gap)

My Aged Care Client Gap: TBC

Join our thrilling, fun filled weekend! Go-karting, laser tag and ten-pin bowling fun with friends and stay overnight. Explore Adelaide attractions or enjoy mini-golf – the choice is ours! Get set for an exciting, action-packed adventure!



DT25-114

ADELAIDE OVAL ROOF CLIMB

Sat 09 February

Adelaide Oval

NDIS Payment: \$ 957

Cost to Client: \$ 165

(Client Gap)

My Aged Care Client Gap: TBC

Come with us as we climb the rooftops of Adelaide Oval. Our Roof Climb Leaders guide us across the rooftop of the iconic Oval's Western Stand. We'll see the amazing view of Adelaide at twilight and learn the secrets and stories that shaped Adelaide's rich history.



WA25-17

VICTOR HARBOR WILDLIFE WEEKEND

Sat 22 - Sun 23 February

Victor Harbor

NDIS Payment: \$ 2,390

Cost to Client: \$ 259

(Client Gap)

My Aged Care Client Gap: TBC

Come join us for a wonderful weekend away in beautiful Victor Harbor! We'll experience the joy of seeing wildlife on the land, sky, and sea! We'll take a Southern Ocean Adventure Tour to see fur seals, sea lions, dolphins, and sea birds.



*For more information on how the NDIS Payment is calculated please see 'Frequently asked Questions' contained in this edition.

ANIMALS



DT25-100

BEHIND THE SCENES WITH HORSES

Sun 12 January

Victor Harbor

NDIS Payment: *\$ 959

Cost to Client: \$ 110

(Client Gap)

My Aged Care Client Gap: TBC

We'll head to the Victor Harbor Stables for an amazing behind the scenes experience with Clydesdale Horses. We'll be up close and personal as we get to know these magnificent horses who pull the iconic Granite Island tram.



DT25-103

GORGE WILDLIFE PARK

Sun 19 January

Cudlee Creek

NDIS Payment: *\$ 905

Cost to Client: \$ 56

(Client Gap)

My Aged Care Client Gap: TBC

The famous Gorge Wildlife Park is one of South Australia's must-see attractions. Located in a beautiful natural bush land setting, creating wonderful opportunities to see, feed, touch, or interact with kangaroos, wallabies, dingos, Tasmanian Devils, birds in aviaries and the wetlands. We may even get to hold a koala!



DT25-110

ADELAIDE ZOO DAY

Sat 01 February

Adelaide Zoo

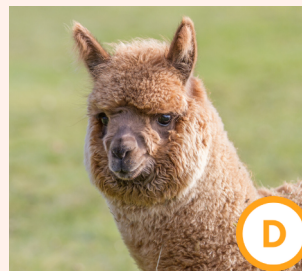
NDIS Payment: *\$ 709

Cost to Client: \$ 70

(Client Gap)

My Aged Care Client Gap: TBC

Come join us and explore Adelaide Zoo and see our favourite animals! We'll have a wonderful day walking the grounds and seeing all that Adelaide Zoo has to offer.



DT25-111

ALPACAS AT SOFTFOOT FARM

Sun 02 February

Victor Harbor

NDIS Payment: *\$ 959

Cost to Client: \$ 125

(Client Gap)

My Aged Care Client Gap: TBC

Come with us to see the Alpacas at Softfoot Farm in Hindmarsh Valley! We'll explore this stunning property and get up close and personal and hand feed a herd of world class Alpacas. We may even see some kangaroos and other wonderful wildlife.



Are you a Commonwealth Home Support Program (CHSP) client?

There are a few ways to find Holiday Explorers so that we can deliver our CHSP services to you!

1. Ask your assessor to refer you to us. We will call you directly to start your CHSP service with us.

2. Use the Find a provider tool to find us. If you choose this option, your assessor will give you a referral code for each service you're eligible for. You then give this referral code to us and we'll take it forward from there.

3. Call My Aged Care on 1800 200 422 for guidance.

Enjoy day trips and longer activities, to the Adelaide Hills, and around South Australia.

We provide great company, social activities to assist with wellbeing and reablement, assistance with medication, mealtime-management, transport, and venue access during your outing.

Please contact the office on **(08) 8331 2399** for further information, including dates and pricing.



BECOME A VOLUNTEER

By becoming a volunteer with us you are helping members achieve their goals, develop their capabilities, build independence, and participate in a range of experiences.

If you would like to become a volunteer please contact us on **(08) 8331 2399**

Or email us at:
volunteering@holidayexplorers.com.au

BOATS, TRAINS, & CARS



DT25-96

THE COCKLE TRAIN

Sun 22 December
Victor Harbor/Goolwa
NDIS Payment: \$ 959
Cost to Client: \$ 70
(Client Gap)
My Aged Care Client Gap: TBC

All aboard the Cockle Train! We'll enjoy travelling along the picturesque coast of the Fleurieu Peninsula from Victor Harbor to Goolwa. We'll have lunch at Goolwa, before heading back to Adelaide.



DT25-99

PORT RIVER DOLPHIN & SHIPS GRAVEYARD CRUISE

Sun 12 January
Port Adelaide
NDIS Payment: \$ 858
Cost to Client: \$ 110
(Client Gap)
My Aged Care Client Gap: TBC

Sit back, relax and enjoy the views as your guide talks you through the local history, famous ships and iconic locations as we cruise down the Port River. We'll see the iconic Ships Graveyard, the unique Adelaide Dolphin Sanctuary, the wonderful International Bird Sanctuary and so much more.



DT25-102

CAPTAIN PROUD LUNCH CRUISE

Sun 19 January
Mannum
NDIS Payment: \$ 959
Cost to Client: \$ 69
(Client Gap)
My Aged Care Client Gap: TBC

Come join us as we cruise down the Murray River on the famous Captain Proud paddle boat! We'll learn all about the wonderful history of the area, relax in comfort, and enjoy a meal as we cruise slowly past the majestic scenery.



DT25-108

THE COCKLE TRAIN

Sun 26 January
Victor Harbor/Goolwa
NDIS Payment: \$ 959
Cost to Client: \$ 70
(Client Gap)
My Aged Care Client Gap: TBC

All aboard the Cockle Train, we will enjoy travelling along the picturesque coast of the Fleurieu Peninsula from Victor Harbor to Goolwa. We'll have lunch at Goolwa, before heading back to Adelaide.



DT25-115

SOUTHERN OCEAN ADVENTURE

Sun 09 February
Victor Harbor
NDIS Payment: \$ 959
Cost to Client: \$ 125
(Client Gap)
My Aged Care Client Gap: TBC

This breathtaking tour departs from the Granite Island Causeway and cruises between the mainland and the northern side of Granite Island, with views of both the Victor Harbor shoreline and the Island.



HX25-01

MURRAY PRINCESS 3-NIGHT DISCOVERY CRUISE

Fri 14 - Mon 17 February
Riverlands
NDIS Payment: \$ 4,894
Cost to Client: \$ 1,429
(Client Gap)
My Aged Care Client Gap: TBC

We'll spend a long weekend discovering the beautiful Lower Riverlands, aboard the historic paddlewheeler Murray Princess. As we cruise through the Riverlands we'll take a guided nature walk, get up close to the river birdlife on board the 'Dragon-Fly' flat-bottomed boat, visit the township of Murray Bridge, and learn about the history of this famous region.



DT25-117

POPEYE CRUISE & KINGSTON HOUSE HIGH TEA

Sun 16 February
Adelaide
NDIS Payment: \$ 858
Cost to Client: \$ 67
(Client Gap)
My Aged Care Client Gap: TBC

We'll start the day by boarding the Popeye boat for a relaxing sightseeing cruise down the River Torrens. During our leisurely cruise we will explore the River Torrens and enjoy lovely views of the river and iconic Adelaide landmarks. Then we're headed to the famous Kingston House for a fabulous and fancy High Tea!



DT25-120

THE COCKLE TRAIN

Sun 23 February
Victor Harbor/Goolwa
NDIS Payment: \$ 959
Cost to Client: \$ 70
(Client Gap)
My Aged Care Client Gap: TBC

All aboard the Cockle Train, we will enjoy travelling along the picturesque coast of the Fleurieu Peninsula from Victor Harbor to Goolwa. We'll have lunch at Goolwa, before heading back to Adelaide.

EXPRESSIONS OF INTEREST



CT25-07

MURRAY PRINCESS EASTER CRUISE

Fri 18 - Mon 21 April

Riverlands

NDIS Payment: *\$ 1,674

Cost to Client: \$ 4,894

(Client Gap)

My Aged Care Client Gap: TBC

We'll spend the Easter long weekend in style, relaxing aboard the luxurious Murray Princess Paddle Steamer! Our cruise will be full of great food and entertainment as we enjoy the beautiful Lower Riverland between Murray Bridge and Walker Flat. We'll also visit Monarto Safari Park and see all the amazing animals, its sure to be the perfect Easter break!



DT25-120

SISTER ACT: THE MUSICAL COMEDY

Sun 23 March (1:00pm show)

Festival Theatre

NDIS Payment: *\$ 858

Cost to Client: \$ 175

(Client Gap)

My Aged Care Client Gap: TBC

The global smash hit musical sent from above, is now touring Australia. Sister Act is without doubt, the must-see new musical of the year! Based on the film, which quickly became a global phenomenon, Sister Act is set to light up our theatres and lift our spirits with its irresistible energy and joy, that only this iconic story can!

We look forward to seeing you soon!



*For more information on how the NDIS Payment is calculated please see 'Frequently asked Questions' contained in this edition.

WELCOME TO HOLIDAYTIME #123

We are excited to bring you HolidayTime #123. This edition has a range of outings and trips, from sports, to musical theatre, to cooking and sightseeing – we have something for everyone. Each trip has a symbol indicating its length – Day, Overnight and Longer Trips.

As the need to connect is as important as ever, we hope you find something of interest and enjoy the photos from recent outings and trips.

As always, we welcome your feedback via phone (08) 8331 2399 or email projects@holidayexplorers.com.au

HOW TO EXPRESS YOUR INTEREST

Register your interest for these trips by ticking the box on your booking form. We will be in contact with you to further discuss the trips' details.



CONSENT

Holiday Explorers will only share your information with partnering organisations providing support under the umbrella of Holiday Explorers, that is relevant to the service and support provided. You can withdraw your consent at any time. Holiday Explorers will only use and disclose your information without your consent as required by law.

COVID-19 UPDATE

As we are still under the shadow of COVID-19, we are restricted as to where we can travel; however, this has not stopped us from finding meaningful adventures and wonderful places to go.

We adhere to the strict guidelines from the South Australian Department of Health and the Australian Government on being COVID safe. We have policies and procedures in place to keep our Clients and community safe. Therefore, we want to put your mind at ease and let you know that we will take all necessary precautions to ensure your safety whilst participating in any of our trips or events.

If you have any questions or concerns, please do not hesitate to contact the staff on (08) 8331 2399.

NATIONAL DISABILITY INSURANCE SCHEME

We are registered NDIS providers and can help you with a quote for your planning and review meeting. Please ensure you inform us if you change plans or update any information so that we can assist you to access our service and reach your goals. There will be a cover charge for any information.

Registered NDIS provider no: 4050011231

The following NDIS Support Items are required to enable Holiday Explorers to claim:

- Core Social and Community Participation
(136 Group Activities)
- Core Assistance with Daily Life
(115 Short Term Accommodation) – for overnight trips
- Access Community
(125 Social and Recreation Activities)

TRANSPORT

From July 2021, the NDIS has authorised GROUP providers to claim activity transport costs in addition to the support fee. As per the NDIS pricing structure the amount (\$2.70 per km) is charged per group and will be divided by the number of Clients per trip. Please ensure NDIS plans have an allocated amount for transport through CORE SUPPORTS. Activity based Transport (Group and Centre Based Activities) – Participation in Community, Social and Civic activities as well as direct service provision.

The Disability Discrimination Act 1992 makes disability discrimination unlawful and promotes equal rights, equal opportunity and equal access for people with disabilities. The Disability Discrimination Commissioner also promotes the United Nations Convention on the Rights of Persons with Disabilities, which Australia ratified in 2008.

HOLIDAYS FOR CLIENTS REQUIRING HIGHER INTENSITY SUPPORT

Clients who require a higher level of assistance than our current Volunteer Support Staff are qualified to provide will need to inform the staff of this when booking a trip or event. Arrangements can be made to engage a Support Staff with appropriate Certificate III to support your needs. Clients may have extra funds allocated through NDIS funding for this additional support. If you require a fully wheelchair accessible or high level of mobility support option, please choose from the holidays marked with the wheelchair symbol.

RESPONSIBILITY & ADVOCACY:

Concerns, Complaints & Advocacy:

Clients and their Carer are provided with the Easy Read Concerns, Complaints and Advocacy Brochure when joining Holiday Explorers. The brochure and full policy information are available from Holiday Explorers at any time. Concerns about NDIS Services can be made to the NDIS Quality and Safeguards Commission ph 1800 035 544.

Conflict of Interest & Equity of Service:

Holiday Explorers will ensure when providing holidays and NDIS Supports that any conflict of interest is declared and any risks to Clients are mitigated. All Holiday Explorers Clients will be treated equally, and no Client given preferential treatment above another in the provision of holidays and NDIS Supports. For more information, please contact the Holiday Explorers office for a copy of our Conflict-of-Interest Policy.

Disclaimer:

Holiday Explorers insurance policy provides cover for issues arising from a holiday or event deemed as an "unforeseen circumstances". If there is a cancellation of a trip due to COVID-19, the onus and associated costs will be at the Client's own expense.

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 Manager (EM). If you would like to make a formal complaint, please provide this in writing, addressed to 'EM', and send to Holiday Explorers.

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).

If you or a family member need access to 24-hour support, please call:

Lifeline: 13 11 14

Beyond Blue: 1300 224 636

Who are Holiday Explorers?

Holiday Explorers Inc, is a non-profit association established in 1988. Providing 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: the part of the overall cost which is claimed through the Client's NDIS Plan budget.

NDIS Client Gap: The balance payable by the Client prior to the trip. This is not claimable under NDIS funding.

Holiday Explorers follows the NDIS pricing guidelines.

Who would I be going with on my holiday?

You'll be going with at least one other Client and two or more volunteer Support Staff, we aim to provide one on one support for all holidays. 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 Holiday Explorers to be tour guides and provide assistance for the Clients 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 Holiday Explorers 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 Holiday Explorers office where it is securely retained.

Holiday Explorers Privacy Officer is the Executive Manager.

TERMS & CONDITIONS REMINDERS

PAYMENT:

Please refer to your Conditions of Membership and Service Agreement for information about fees, cancellations and refunds. The balance of fees are payable by the date on the itinerary.

CHANGES IN PRICES AND ITINERARIES:

Holiday Explorers reserves the right to alter prices or itineraries without notice, however, will endeavor to provide at least 7 days' notice. Holiday Explorers further reserves the right to cancel or withdraw any holiday, or to decline to accept any person on any holiday. In the event of Holiday Explorers cancelling a holiday on which Clients 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.

CANCELLATION OF HOLIDAY & REFUNDS:

Subject to Australian Consumer Law, while we understand that holidays are booked with every intention of the Client attending, unforeseen circumstances arise. Should you need to cancel your booking for any reason, we ask that you notify Holiday Explorers, in writing at your earliest convenience. As per the NDIS cancellation policy: a cancellation is deemed a short notice cancellation in the event that the Client provides less than two (2) full business days' notice for a service meeting the following criteria: the continuous duration of the support equals less than eight (8) hours and the total cost for the support equals less than \$1000; this would be applicable for a day trip and 90% of the NDIS support costs will be claimed and gap fee associated costs. In regard to a longer trip, if the Client gives less than five (5) clear business days' notice for any other service cancellation, 90% of the NDIS support costs and other associated costs will be charged. Any Interstate trip over **5 days** will need to give **3 full weeks'** notice and deposit will be forfeited. For any International Travel **4 full weeks'** notice will be required and deposit will be forfeited. If the Client is a 'no-show' i.e. is not at the agreed location and does not notify Holiday Explorers beforehand, then 100% of the NDIS support costs and other associated costs will be charged.



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holidayexplorersSA



Registered NDIS Provider



Commonwealth Home Support
Program Funded by the Australian
Government Department of Health



**Government
of South Australia**

Department of Human Services

We acknowledge the Kaurna people as the custodians of the land and waterways of the Kaurna Plains upon which our services are located. We acknowledge the Kaurna people's cultural, spiritual, physical, economical, and emotional relationship with their land, waters, and community. We pay respect to Elders, past, present, and emerging.