



*.Careaway.*  
Tours

Information booklet

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## About Our Company

Careaway Tours Australia Pty Ltd is a home-based family business operated and managed since 1994. The business was originally started as there was a need locally for people wanting to go on holidays and there were no services around that offered these opportunities. This grew into a business that now provides people statewide assisted holidays. Careaway Tours are a member of the Australian Federation of Travel Agents and carries \$20 million public liability Insurance.

Careaway places great importance on quality care and support, on every holiday there is at least 1 permanently employed staff that participants will know from previous holidays

### Our Mission

To enrich the lives of people with disabilities, by providing high quality holidays in a caring and supportive environment.

### Our Vision

Careaway's aim is to enhance the opportunity for people with a disability to participate and enjoy an assisted holiday by travelling to a diverse range of holiday destinations Local, Interstate and International.

### Core Values

**EMPOWERMENT**- achieving goals, aspirations and maximizing quality of life.

**ENCOURAGEMENT**-giving support, confidence and hope.

**ENRICHMENT**-making things more meaningful, substantial and rewarding.

**EXCELLENCE**-strive to be the best we can be.

**ENTHUSIASM**-showing interest, enjoyment and approval.

**ENJOYMENT**- ensuring people are benefitting in a positive way.

## WHAT WE DO

**Careaway** provides tours designed as a service for adults with a mild to moderate intellectual disability who may need some assistance and/or supervision whilst holidaying. Qualified and experienced staff who are familiar with assisting people supervise the tours.

**Careaway** offers 24-hour staff supervision. 1: 4-5 ratio on our Category '1' holidays, 1: 3 ratio on our Category '2' holidays, and 1: 2 ratio on our Category '3' holidays.

**Careaway** tours operate from the Southern Highlands. We offer departure and return of holidaymakers at a central location in Sydney, Southern Highlands Mittagong or en-route.

**Careaway** tours are fully inclusive and the cost includes GST, accommodation, meals, entrance fees, sightseeing and travel costs. Holidays can be organised to a specific groups requests.

**Please check out our website or contact the office for our current holiday program.**

**Website:** [www.careaway.com.au](http://www.careaway.com.au)

**Email:** [careaway@careaway.com.au](mailto:careaway@careaway.com.au)

**Phone:** (02) 48722224

**Fax:** (02) 48721831

## CATEGORIES

### **CATEGORY '1' Holidays 1:4-5 staff-to-participant ratio:**

These holidays are for people who are active and mobile requiring only minimal assistance and supervision whilst holidaying.

It is necessary for the consumer to be able to toilet, shower and look after personal care independently.

Be able to walk independently and at a steady pace

It is also expected that they have good communication and social skills.

### **CATEGORY '2' Holidays 1:3 staff-to-participant ratio:**

These holidays are for people seeking a medium – paced holiday with a minimum – low amount of assistance.

It is necessary for the consumer to be mobile, able to toilet, shower and look after personal care independently or with minimal assistance.

Be able to walk independently.

It is also expected that the consumer is socialized and able to participate in public outings

### **CATEGORY '3' Holidays 1:2 staff-to-participant ratio:**

These holidays are for people seeking a slower paced holiday

It is expected they are mobile, able to toilet themselves and may need some personal care assistance.

Be able to walk independently or with minimal support.

It is also expected that the consumer is socialized and able to participate in public outings.

**Careaway is unable to offer holidays to people with aggressive, challenging, violent or self-injurious behaviours on any holidays.**

**Careaway does not offer full assistance holidays**

## MAKING A BOOKING

### **Step 1- Contact Careaway**

Email: [careaway@careaway.com.au](mailto:careaway@careaway.com.au)

Phone: (02) 48722224

Fax: (02) 48721831

**Step 2- Careaway staff will discuss holiday options with you and category suitability.**

**Step 3- Careaway staff will send out an Application Form, Itinerary, an Invoice and service agreement if using NDIS funding.**

**Step 4- Return completed Application Form and Service Agreement with a 25% for domestic holidays 50% for international or cruise holidays deposit to secure a place on your desired holiday.**

**Please note we do not hold positions without a deposit.**

**The balance for the holiday is required 4 weeks prior to the holiday departure date.**

## BOOKING CONDITIONS

**Careaway** gives you a professional service. **Careaway** carries \$20 million public liability insurance. However we accept no liability or responsibility for injury or loss of travellers' person or property. We expect that the traveller also be insured. You need to be at meeting points for pick up and drop offs on time as we have a schedule to follow (sometimes other participants need to be picked up or transferred onto other buses etc. Which have designated departure and arrival times.) **On day of departure if you are not at meeting point on time we will depart without you. On our return from holiday if you are not at the meeting point on time the participant will travel back to Mittagong with us incurring a \$50 per hour fee after last drop off.** If you have been caught up in traffic or have had an unexpected delay phone **Careaway** the mobile contact on your meeting times slip and we will endeavour to arrange an alternate pick up (however this is not always possible).

## TOUR EXCLUSIONS

1. Items of a personal nature such as laundry, phone calls, excess baggage, purchase of unexpected/forgotten items or single use of room.
2. Repair to property damaged, replacement of damaged articles.
3. Medical/surgical requirements (except for first aid items)
4. TRAVEL INSURANCE
5. Overnight and transfer expenses incurred to departure points are not included in the cost of the tour and are the customer's own responsibility.

## CANCELLATION CHARGES

1-28 days prior to commencement of tour – 100%

29 days prior to commencement of tour – loss of deposit.

However money will be fully refunded if we replace the position on the tour. If the tour involves an airfare, the cost of the name change on the ticket will need to be deducted from refund.

## TOUR MEMBERSHIP

**Careaway** reserves the right to withdraw tour membership from anyone whose behaviour is likely to affect the smooth operation of the tour or adversely affect the enjoyment or safety of themselves, other travellers, staff or other people or if **Careaway** has been provided with misleading information that does not correlate with the participants actual needs. **Careaway** shall be under no liability to such person. In the event of a traveller needing to be withdrawn from our tour due to behaviour or medical reasons, it is the responsibility of the person being withdrawn to meet the costs incurred by **Careaway** in the process of returning that person. It is the responsibility of the participants supports person or organisation to collect the participant (on holidays we do not have availability of staff to leave the rest of the group). Staff ratios are set to ensure the safety of everyone whilst on holiday and it is imperative that the category is appropriate to your participants needs. Please be aware that **Careaway** does not cater for self-injurious, violent or aggressive behaviours.

## FREQUENTLY ASKED QUESTIONS

### **Meeting Points**

We offer departure and return of holidaymakers at a central location in Sydney, Southern Highlands areas or en-route. For all flying holidays we meet at the airport or en-route.

### **Travel Insurance**

Careaway recommends that you have travel insurance for all trips. Travel insurance is compulsory for overseas trips. Please ensure that you are covered for all pre-existing medical conditions as the insurance company will not honour the policy if given inadequate or incorrect information.

### **Spending Money**

Careaway recommends that you bring a minimum of \$30 per day spending money. This obviously will vary depending on how much you like to spend and also affordability, some places have more expensive souvenirs and drinks etc than others. Please keep this in mind when organising spending money. Please make sure you have your money with you on the day of departure as it is sometimes hard to find accessible ATM or EFTPOS facilities. Careaway staff are able to look after money if required and will collect receipts where possible. If you would like us to do this please hand the money to a staff member in an envelope with the participants name clearly written on it.

### **Clothes**

All clothes and items must be clearly marked with the participant's name. As Careaway operates tours at different times of the year and to all different climates it is hard to write a specific clothing list. For all holidays you will need enough underwear and socks for each day plus a few extra, a good set of going out clothes two for longer holidays, a warm jumper or jacket, comfortable walking shoes and a clean set of clothes suitable to the weather and activities for each day. It is also a good idea to bring your swimmers and a beach towel if you are swimming. Toiletries – shampoo, soap, deodorant, shavers (please send an electric shaver if staff are required to assist with the shave), toothbrush, toothpaste etc. Careaway are unable to do washing at some of the places we stay, so you need enough clothes for duration of the holiday. *All linen and bathroom towels are provided.*

### **Luggage**

One piece of luggage weighing up to 20kg and one small carry-on bag are permitted per passenger. If you are unable to carry your own suitcase please ensure you have a suitcase with wheels in good working order.

### **Medication**

Medication must be packed in Webster packs with frames, please make sure the Webster packs close firmly and 3 days extra medication is packed in case of unexpected circumstances.

### **Cigarettes**

If you are a smoker please ensure you have enough cigarettes for the duration of the trip. Careaway staff are sometimes unable to go to the shop to buy cigarettes. Careaway staff are able to look after the cigarettes if need. If you would like us to do this please hand the cigarettes to a staff member with the participants name clearly written on them.

### **Bed Wetting**

If there is a chance of bed wetting a fitted waterproof mattress protector needs to be provided by you. Also a Kylie if normally used. Accommodation may charge you if mattresses are soiled.

### **Payments- non NDIS participants**

For holidays within Australia a 25% deposit is required to secure you a place on the holiday.

For Overseas holidays a 50% deposit is required to secure you a place on the holiday.

The remaining balance is due 28 days prior to departure date; alternatively full amount can be paid when booking your holiday.

Payment can be made by direct deposit or cheque. Details will be on the bottom of your invoice.

**Please note we do not hold places on holidays without the full deposit.**

### **Payments- NDIS participants**

All NDIS participants must have a signed service agreement for each holiday.

Depending on how your funds are managed will depend on how and when your payment is made.

**NDIA Managed**-once we have the signed service agreement, we will log into the portal and reserve the funds for the holiday. We then claim these payments on the last day of the trip. If there is a participant contribution amount for you to pay this needs to be paid to secure the place on the holiday.

**Plan Managed**- once we have the signed service agreement, we will email the plan managers details you have listed on the service agreement an invoice. The plan managers are required to pay within seven days of the holiday end date. If there is a participant contribution amount for you to pay this needs to be paid to secure the place on the holiday.

**Self-Managed**-once we have the signed service agreement, we will email you an invoice.

For holidays within Australia a 25% deposit is required to secure you a place on the holiday.

For Overseas holidays a 50% deposit is required to secure you a place on the holiday.

The remaining balance is due 28 days prior to departure date; alternatively full amount can be paid when booking your holiday.

Payment can be made by direct deposit or cheque. Details will be on the bottom of your invoice.

**If your plan end dates change you are required to let us know ASAP as we may need to make changes to the payment method.**

**Please note we do not hold places on holidays without the full deposit.**

### **COMMITMENT TO QUALITY SERVICE**

Careaway aims to provide you with quality service. We are committed to meeting the National Disability Service Standards.

If you think we are not meeting the standards we have agreed to provide, let us know. We will respond to your questions and comments quickly and honestly. If you are not satisfied with our response, follow our complaints procedure.

#### **Your Rights**

- have access to information and support to understand the information
- receive good service
- to be safe and feel safe
- know your personal information treated as private and confidential
- have your best interests taken into account when providing services
- try new things and take risks sometimes
- to have the use of an advocacy service

#### **Responsibility of Participant/support person providing information**

- Respect and abide by the rules of Careaway when on holidays.
- No aggressive or violent behaviour towards other participants, staff, or the public.
- Act in a way which respects the rights of other participants and staff including their rights to confidentiality and privacy.
- Respect everyone as individuals that are involved in the provision of service.
- Accurately inform staff of support needs. Complete the application in full.

-Act in accordance with the group situation whilst on holidays and contribute in a meaningful way.

-Respect the human worth and dignity of the service provider's staff and other participants.

- Play their part in helping the service provider to provide them with services.

### **Participation and inclusion**

We work with participants and their support persons to promote opportunities for meaningful participation and active inclusion during the booking process and whilst on tour.

### **Individual Outcomes**

We will work with participants and their support persons to set goals and endeavour to make where possible these goals be reached. We will encourage you to use the assets you are good at and support you where needed. We will respect each participant as an individual.

### **Service Access**

We endeavour to work with you and your support person to help guide you to picking tour that is best suited to your abilities. If we establish that we are unable to provide you with adequate services we will refer you to another service that will hopefully be able to assist you further.

### **Service Management**

Careaway prides themselves on having staff that work well in a team and have good communication. Each person receives quality services that are well managed and delivered by skilled staff with the right values, attitudes, goals and experience and are good at their job.

### **Complaints**

If you are dissatisfied with a travel service provided by Careaway, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a formal complaint with us in one of the following ways:

By telephoning us on (02) 48722224

By writing to us at P.O Box 947, Mittagong NSW 2575

By emailing us at [careaway@careaway.com.au](mailto:careaway@careaway.com.au)

In person by speaking to any of our customer/care staff/Careaway management

All complaints will be treated confidentiality and with respect for individual privacy.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing. The complaint form is also available on our website [www.careaway.com.au](http://www.careaway.com.au)

Where possible, Careaway will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are satisfied with our proposed decision or actions, we will close your complaint and record the findings for our continuous improvement program.

However, if you are not satisfied with our proposed decision or actions, we will record this, and provide you with information on how to escalate your complaint, to

[NDIS Commission \(if you are travelling as an NDIS participant\)](#)

Phone: 1800 035 544

TTY: 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544

Completing a complaint contact form on the NDIS website

[website: ndiscommission.gov.au](http://www.ndiscommission.gov.au)

A full copy of our complaint and handling procedure is on our website.

### **Feedback**

We will send out a feedback form to the participants after each tour for them to complete and use this information to continually improve our services. The feedback form is also available on our website.

After each trip Careaway will send a short follow up letter about how the participant went on their holiday and a confirmation of which category best suits the participants support needs.

### **Contingency plan of action if a client is ill or injured**

If a participant is ill or injured Careaway staff are to make an assessment as to the participants needs.

Basic First Aid to be carried out by Careaway staff after approval by the participant. (In this case the emergency contact will not be contacted, the person picking them up will be notified when we drop off the participant.)

To see a doctor (In this case the emergency contact or person organizing the holiday will be notified.) If it is assessed by doctors that the participant is no longer well enough to carry on with the rest of the holiday it is the responsibility of the participants support person or organisation to collect the participant as soon as possible.

To be taken to emergency (In this case the emergency contact or person organising the holiday will be notified.) If it is assessed by doctors that the participant is no longer well enough to carry on with the rest of the holiday it is the responsibility of the person's support person or organisation to collect the participant as soon as possible. If the participant is required to stay in the hospital it is the responsibility of the participants support person or organization to make further arrangements.

Have an ambulance called (In this case the emergency contact or person organising the holiday will be notified.) If it is assessed by doctors that the client is no longer well enough to carry on with the rest of the holiday it is the responsibility of the participants support person or organisation to collect the participant as soon as possible. If the participant is required to stay in the hospital it is the responsibility of the participants support person or organisation to make further arrangements.

Careaway needs to put this plan into place as we have a staffing ratio that we need to adhere to on our holidays. If one staff needs to leave the group to be with one participant it leaves the rest of the group understaffed. This is why it is important for the support people or organisation to make arrangements as soon as possible to allow the continuation of the smooth operation of the holiday and maintain the enjoyment and safety of all other participants and staff. We will stay with participant until arrangement can be made within a reasonable timeframe.