



Careaway

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 a high-quality service 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 service 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 respite and community participation as a service for adults with a mild to moderate intellectual disability who may need some assistance and/or supervision whilst being away from their regular support and environment. Qualified and experienced staff who are familiar with assisting people supervise the services.

Careaway offers 24-hour staff supervision (not active night staff). 1: 4-5 ratio on our Category '1' services, 1: 3 ratio on our Category '2' services, and 1: 2 ratio on our Category '3' services.

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

Careaway services are fully inclusive, and the cost includes GST (where applicable), Support staff, accommodation, meals, entrance fees, sightseeing and travel costs. Respite and community participation can be organised to a specific group's request or 1:1 service.

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

Website: www.careaway.com.au

Email: careaway@careaway.com.au

Phone: (02) 48722224

Fax: (02) 48721831

CATEGORIES

CATEGORY '1' Services 1:4-5 staff-to-participant ratio:

These services are for people who are active and mobile, requiring only minimal assistance and supervision whilst in our care.

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' Services 1:3 staff-to-participant ratio:

These services are for people seeking a medium – paced service 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' Services 1:2 staff-to-participant ratio:

These services are for people seeking a slower paced service

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 services to people with aggressive, challenging, violent or self-injurious behaviours on any services.

Careaway does not offer full assistance services.

MAKING A BOOKING

Step 1- Contact Careaway

Email: careaway@careaway.com.au

Phone: (02) 48722224

Fax: (02) 48721831

Step 2- Careaway staff will discuss service 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% deposit for domestic services 50% deposit for international or cruise services to secure a place on your desired service.

Please note we do not hold positions without a deposit.

The balance for the service is required 4 weeks prior to the service 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 participants' person or property. We expect that the participant 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 services or 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 the service if you are not at the meeting point on time the participant will travel back to Mittagong with us incurring a \$70 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).

SERVICE EXCLUSIONS

1. Items of a personal nature such as, 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 service and are the customer's own responsibility.

CANCELLATION CHARGES

1-28 days prior to commencement of service – 100%
29 days prior to commencement of service – loss of deposit.
However, money will be fully refunded if we replace the position on the service. If the tour involves an airfare or cruise tickets, the cost of the name change on the ticket will need to be deducted from refund.

SERVICE MEMBERSHIP

Careaway reserves the right to withdraw tour membership from anyone whose behaviour is likely to affect the smooth operation of the service or adversely affect the enjoyment or safety of themselves, other participants, 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 participant 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 (our service does not have availability of staff to leave the rest of the group). Staff ratios are set to ensure the safety of everyone whilst in our service 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 participants at a central location in Sydney, Southern Highlands areas or en-route. For all flying services 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 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. Some venues do not accept cash, and some venues do not accept card, so it is a good idea to bring a mix if possible. 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 services at different times of the year and to all different climates it is hard to write a specific clothing list. For all services you will need enough underwear and socks for each day plus a few extra, a good set of going out clothes two for longer services, 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 service. *All linen and bathroom towels are provided.*

Luggage

One piece of luggage weighing up to 20kg and one small carry-on bag weighing up to 7kg 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 or pharmacy issued medication sachets, please ensure 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 additional fees if mattresses are soiled.

Payments- non NDIS participants

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

For Overseas services a 50% deposit is required to secure you a place on the service.

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

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

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

Payments- NDIS participants

All NDIS participants must have a signed Service Agreement for each service.

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

NDIA Managed- If the funding for any of the supports provided under this Service Agreement are managed by the NDIA, Careaway will quarantine the funds in the portal. After providing those supports, Careaway will claim payment for those supports from the portal. If the participant is under the PACE system the funds are unable to be reserved and will be claimed after the service is completed, you need to ensure these funds will be available at the time of claiming

Plan Managed- If the funding for any of the support provided under this Service Agreement are managed by a Registered Plan Management Provider, Careaway will send the plan managers a quote to confirm the funds are available. After providing those supports, Careaway will send the Participant's Registered Plan Management Provider an invoice for those supports for the Participant's Registered Plan Management Provider to pay within 7 days.

Self-Managed- If the funding for any of the supports provided under this Service Agreement are managed by the Participant, Careaway will send the participant an invoice for those supports for the Participant to pay. The Participant is required to pay a 25% deposit to secure a place on the service for domestic trips and 50% deposit for international trips. The balance is due four weeks prior to the service's commencement date. Payment can be made by direct deposit or. 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 services without the full deposit.

COMMITMENT TO QUALITY SERVICE

Responsibilities of the provider

The provider agrees to:

- Provide supports that meet the Participant's needs.
- Communicate openly and honestly in a timely manner.
- Treat the Participant with courtesy and respect.
- Consult the Participant on decisions that may affect their services.
- Give the Participant information about managing complaints or disagreements and details of Careaway's cancellation policy.
- Listen to the Participant's feedback and resolve problems quickly.
- Give the Participant the required notice if Careaway needs to end the Service Agreement
- Protect the Participant's privacy and confidential information.
- Provide supports in a manner consistent with all relevant laws, including the National Disability Scheme Act 2013 and rules, and the Australian consumer law; keep accurate records on the supports provided to the Participant.
- All our actions are linked to the NDIS code of conduct.

During any disaster, our senior management will undertake the following actions:

- Follow all relevant government guidelines and instructions.
- Review plans for continuity of support and ensure the safety, health, and wellbeing of each currently booked participant.
- Communicate Careaway's response to staff, participants, and any other relevant parties.
- Informing participants/participants representative how the current situation may affect their services.
- Brief our entire staff on any possible or real action steps required by them.
- Work towards maintaining continuity of support for each of our booked participants.

Responsibilities of the Participant/Participant's representative

The Participant/Participant's support person agrees to:

- Inform Careaway honestly about all the supports that need to be delivered to meet the Participant's needs.
- To adhere to Careaway's booking conditions and cancellation policy charges.
- Treat Careaway staff with courtesy and respect.
- Contact Careaway if the Participant has any concerns about the supports being provided.
- Not attend if they are unwell or have an illness that is easily contracted by others.
- Give Careaway the required notice if the Participant needs to end the Service Agreement.
- The Participants NDIS plan is expected to remain in effect during the period the supports are provided; and
- The Participant/Participant's representative will immediately notify Careaway if the Participant's NDIS plan is replaced by a new plan, the end date of the plan changes, approvals change or the Participant stops being a participant of the NDIS.
- If the NDIS does not pay for the service provided it is the responsibility of the participant to pay the balance owing.

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.

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 in our care.

Individual Outcomes

We will work with participants and their support people 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 pick a service 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 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

In person by speaking to any of our staff or Careaway management

All complaints will be treated with 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

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.

Incident management

Any major incidents are to be reported to management, an incident report is to be filled out. If it is a reportable incident, it must be reported to the NDIS commission within 24hours Reportable incidents are:

-acts, omissions, events or circumstances occurring in connection with providing a service to a person with a disability and results in, or could have resulted in, harm to a person with a disability.

-arise from acts by a person with a disability that cause or risk causing serious harm to another person.

-the death of a person with a disability, serious injury of a person with a disability including fractures, burns, deep cuts, extensive bruising, concussion, and any other injury requiring hospitalisation.

-unlawful sexual or physical contact with, or assault of, a person with disability by a worker or another participant.

-sexual misconduct committed against, or in presence of, a person with disability, including grooming of the person of sexual activity.

-unauthorised use of restrictive practice to a person with disability.

-For further examples, consult the NDIS Quality and Safeguards Commission Reportable Incidents Guidance.

Death of a participant

1. Staff to call an ambulance

2. Notify the police (000). (In cases of sudden death, the police need to be notified immediately, as they will visit the house or motel to determine the circumstances around the death.)

3. Do not immediately notify the participant's family. **First;** Call the person organising the holiday. (They will decide the most appropriate person to inform the participant's family, person responsible, or guardian) **Note;** This notification needs to take place as soon as possible.

4. Report the incident to the NDIS within 24 hours.

Information Management

Careaway is committed to maintaining clear and accountable information system to support and record management processes and service delivery to the participants which protect the rights of staff and participants with regards to privacy and confidentiality.

Careaway maintains a register of policies, procedures and forms that have been approved to use by the Director.

Staff and participants are encouraged to identify improvements to approved policies. Any suggested improvement will be considered by the Director and where approved, the Director will ensure the policy is updated and all staff are informed of the changes.

Personal Information

All documents and electronic records that contain private and confidential information about participants, staff or the company, will be retained in a locked cabinet with access for staff members only. A secure filing system for paper and electronic documents and records will be maintained.

Storage and Access

All hard copy records are kept in appropriate conditions and protected from known risk, degradation and unauthorised access. Electronic records are stored securely, password protected and backed up regularly. Where files are away from the office whilst on the service, the records should be stored securely.

Archiving

Careaway will maintain a secure archive system for records and information no longer in use. Participants file will be kept for a period of seven years and general correspondence and documents two years. Financial records will be archived in order of the financial year in which they occur and kept a minimum period of seven years. Participants record, files and information will be stored, accessed and used in accordance with Careaway's Privacy policy. Staff files will be stored securely with access limited to the Manager. Personnel files of ex-staff members will be kept on file for a period of seven years. Obsolete documents containing personal information will be shredded and disposed of in such a way that no identifying information is visible.

Freedom of information

Careaway will provide participants and government agencies with access to records in accordance with any applicable legislation, including Freedom of information legislations.

Feedback

We will send out a feedback form to the participants after each service for them to complete and use this information to continually improve our services. The feedback form is also available on our website. After each service Careaway will send a short follow-up letter about how the participant went and 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 service 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 service, 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 service 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 service, 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 participant's support person or organisation to make further arrangements.

Have an ambulance called (In this case the emergency contact or person organising the service 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 service, 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 participant's 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 services. 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 service and maintain the enjoyment and safety of all other participants and staff. We will stay with the participant until arrangement can be made within a reasonable timeframe.