



Discovery **Holidays**

DISCOVER
your spirit of adventure



Discovery Holidays make it easy for supported travellers to
explore the world, achieve their dreams and get-away on holiday

Experience the difference of **DISCOVERY HOLIDAYS**

Supported getaways to suit all travel styles and abilities.

We specialise in exciting, well-planned itineraries that include a special blend of popular tourist attractions, fun events, festivals, concerts, must-see sights and natural wonders. Our small tour groups mean we can explore destinations like locals and enjoy the best tourism experiences – all at value-for-money prices.

Whether it's a weekend away, attending a festival, exploring a town or city, or enjoying a wildlife encounter, there's no limit to the **amazing experiences Discovery Holidays can arrange for you!**



PACKED WITH INCLUSIONS

Our carefully selected suppliers
And itineraries are jam packed with
standard inclusions.

There is nothing left to organise!
Enjoy home transfers, single rooms
& private bathrooms, spacious
small group transport; must see
attractions, trained professional
support staff.



PERSONALISED SERVICES

We personalise your service every
step of the way to create the perfect
supported package to suit you.

We visit with you at home to learn
about your individual goals and
preferences.

Everything is taken care of from
your support planning, to matching
your perfect guide and service to
delivering an amazing experience
that achieves your getaway goals.

QUALITY & SAFETY

We're proud to maintain accreditation
as a Quality Tourism Operator,
Australian Travel Agency and an
NDIS Registered provider, ensuring
compliance with best practice
standards across all services.
Guided by experienced trained
staff, you can be confident that our
comprehensive, fully insured travel,
and risk management practices will
deliver trouble free services every time.



DESTINATIONS

you will love!

LOCAL GETAWAYS



DURATION 3-5 Days
MAX GROUP SIZE 10
DISTANCE < 600KM Return

Ideal for getting away to the country side, meeting new people and exploring stunning natural landscapes and cultural attractions.

Join these 3-5 night, fully supported small group getaways, staying within 1/2 day drive from Perth and exploring the tourism sights and highlights of regional WA.

Long weekends may be short on time but they can be long on great memories.

EXPLORERS



DURATION 5+ Days
MAX GROUP SIZE 10
DISTANCE < 1800KM Return

Ideal for taking a longer break away to experience spectacular WA outback and northern coastline. Stunning natural landscapes, wild-life encounters, bush hospitality and cultural attractions.

Join these 6+ night, fully supported small group road trips to the remote wonders of Western Australia.

FLY STAY ADVENTURES



DURATION 7+ Days
MAX GROUP SIZE 10
DISTANCE > 2000KM Return

Our interstate and international holidays include premium entertainment and activities, central quality hotel resort style accommodation, unique dining experiences and comfortable charter transport.

Join these 6+ night, fully supported small group tours to exciting East Coast and International destinations



There is something for everyone or call the team and create your own special adventure.

What's INCLUDED?



24-hour support by fully trained support guides who are carefully matched with our guests.



Comfortable, accredited vehicles no larger than a minibus to ensure an intimate and friendly experience.



Accredited single accommodation in conveniently located, inclusive venues matched to the needs of our guests.



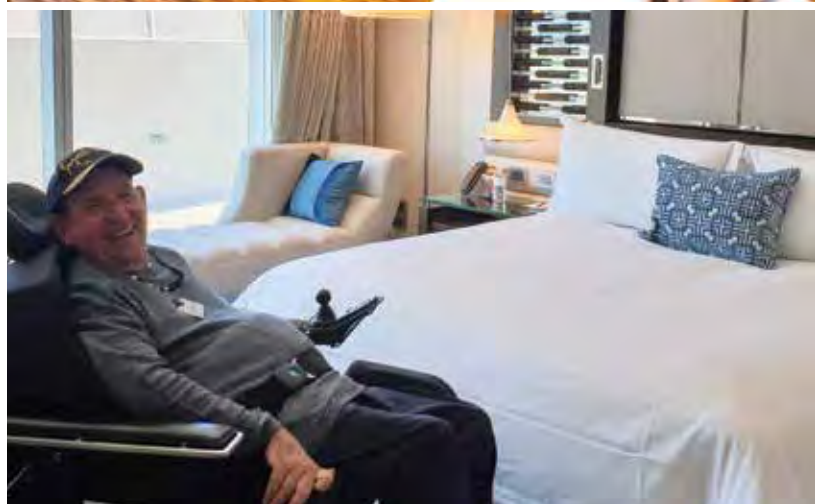
Delicious meals and refreshments, whether it's à la carte dining, trendy cafes or bistros, or lobster shacks or burger joints.



All entertainment costs and entry fees – there are no hidden costs.



Comprehensive travel insurance, with access to medical, nursing and emergency assistance whenever it's needed.



DINING CHOICES

DINING EXPERIENCES

Every destination has iconic dining experiences and you'll be spoilt for choice from A la carte, bistros, smorgasboard, theme dining and delicious home made self catering.

MODIFIED DIETS AND ALLERGIES

All dining can be modified to guests' specific requirements and modified dietary requirements. Gluten free, vegan, paleo, diabetic and dysphasia meal-time management support.



TRANSPORT



PLANE

- Top tier airlines
- Avoid overnight red eye flights
- Build-in refreshing overnight stopovers
- Pick your preference: window or aisles with legroom



BUS/CAR

- Comfortable, clean hire/private charter vehicles
- Use small SUVs or people movers for 4-6 passengers. (Max 12 Seat Van)
- All staff have the appropriate licensing, skills and experience



TRAIN

- Iconic train journey experiences
- Comfort and cleanliness
- Ease of transfers to and from accommodation
- Ease of transfer from one destination to another

QUALITY ACCOMMODATION

As a Quality Accredited Tourism provider

Discovery Holidays sources exclusive deals with high quality, friendly, serviced and well-priced accommodation, meaning we can pass all these advantages on to you.

QUALITY

When we travel, our priority is your comfort, experience, service provision and quality. We only choose 3-5 star accredited twin-share hotel, motel, apartment or resort-style accommodation. (We do not use Airbnb, Stayz, private homes or other non-accredited private rentals).

ACCESSIBILITY

Each accommodation venue is chosen for its inclusive features, wheelchair accessibility, and the individual needs of our guests, whether travelling as a group or one-to-one support.

LOCATION

Accommodation is located centrally at the destination to ensure maximum flexibility for tour guests, reduced transport time, and allowing more free time for exploring the community right from your doorstep.

AMENITIES

The team at Discovery Holidays choose accommodation based on the following criteria:

- Eco-friendliness
- Size and comfort of rooms
- Ambience
- Local flavour
- Swimming pools
- Wi-Fi
- 24hr front desk facilities



Who will share MY JOURNEY?

Travellers have one thing in common – they are all as excited by new destinations, experiences and attractions as each other. At Discovery Holidays, our Discovery Guides (Care Support Team) and fellow travellers are carefully matched to ensure each travel experience is sensational.

On group tours get ready to start long-lasting friendships, enjoy the company of happy holiday makers, and spread your wings with new people looking for similar experiences.



✓ TRAINED SUPPORT STAFF

Discovery Guides will escort and support you throughout your travel experience and are matched to ensure appropriate qualifications, experience and skills are available for a stress-free holiday. Discovery Guides sole aim is to ensure your holiday experience is filled with happy memories and quality outcomes.

✓ FELLOW TRAVELLERS

On group holidays you will be travelling with like-minded individuals to new and exciting destinations. While every traveller is unique, our expert teamwork to consider factors such as age, likes, preferences, and previous travel experience to deliver a socially inclusive and enjoyable time for every traveller. You'll have the confidence to explore your world and create new friendships.

✓ FRIEND GOALS

Do you want to catch up with old travel friends or invite your best mate or family member to join your holiday experience?

Our team can match you with Discovery friends you've met along the way or find a solution for you to travel with your partner, friend or family member. Explore new travel adventures with those you love.



GROUP *or* INDIVIDUAL?

Whether you're an experienced traveller or about to take your first independent journey, Discovery Holidays can create the perfect package for you. You can choose shared or individual support on group getaways or enjoy one-to-one support on a getaway of your own choice, either off-the-shelf or designed just for you.

Let's go SOLO

- ✓ Travel when YOU want to
- ✓ Reach your goals with individual support
- ✓ Cost your trip to meet your budget
- ✓ Choose a getaway from our catalogue or create your own dream trip



The beauty of GROUPS

- ✓ Meet new people
- ✓ Make new friends
- ✓ Share the fun
- ✓ Choose from fabulous itineraries
- ✓ Share the costs for lower prices





WHICH PACKAGE IS RIGHT FOR YOU?

Staff ratios are all about making sure you have the support that best suits you so you can relax and enjoy your getaway.

Our packages include different guest-to-staff ratios so that you can get the level of support that's right for you.

SUPPORT PACKAGE



Independent (1:3)

One guest service staff to three guests. This level of support is best suited for guests with low needs.



Extra Assistance (1:2)

One guest service staff to two guests. This level of support is best suited for guests with medium needs.



Individual Assistance (1:1)

One guest service staff to one guest. This level of support is best suited for guests with high needs.

For further information and guidance on ratios please view our terms and conditions and FAQs.

discoveryholidays.com.au

How we SUPPORT YOU

Discovery Holidays
packages include
personalised guest
services to suit all
travellers.

Our experienced team provides 24hr travel support and assistance with all daily living activities so our guests can relax, have fun, feel confident and enjoy their holiday.

Supported Travel & Well-being

Our friendly staff offer social support, guidance, companionship and reassurance to ensure guest comfort and enjoyment to experience a fun, relaxed, stress-free holiday.

Personal Care Services

Private personal assistance is available with all activities of daily living including showering, grooming, dental care, dressing, continence management, eating, and personal hygiene. Individually tailored to suit guest preferences.

Communication Support

Staff can provide specific communication support for guests with speech, hearing and visual impairments using a range of preferred techniques, keyword sign, devices and aids. Keep in touch with your family while you are on holidays.

Health Support

Qualified staff provide assistance with Webster packed or unit dose medications, eye drops, creams, inhalers, CPAP, diabetes support, nutrition management or modified diets as required.

Mobility Support

We assist guests travelling with a walker, wheelchair or mobility aid, and help with stairs, transfers, transport and flights as required. Hire equipment or additional luggage can be arranged for hoist, shower chairs and commodes on reservation.

Travel Assistance

Staff assist with passport, document storage, luggage, money handling, transfers and a range of other services. Guaranteed quality travel experiences that takes into account your ability and your individual needs

STAFF COMPETENCIES

- ✓ Certificate III Disability (or equiv)
- ✓ NDIS Orientation
- ✓ NDIS Worker Clearances
- ✓ Senior First Aid CPR
- ✓ Medication and Manual Handling
- ✓ Diabetes Support and Medications
- ✓ Epilepsy and Seizure
- ✓ Management Dysphasia and Meal Management
- ✓ Complex Continence Support
- ✓ Positive Behaviour Support



FAQS *for* NDIS PARTICIPANTS



Our personalised services and the unique preferences of each participant mean there is no "one size fits all" approach when you choose to utilise NDIS funding to access our services.

Contact the team to create a service that suits your personal style.

CAN I USE NDIS FUNDING TO PAY FOR MY SERVICE?

We are a registered NDIS provider for a range of NDIS support items and services that may apply to the costs associated with your selected eligible service. The NDIS does not fund "holidays" but may fund reasonable and necessary support (away from home) that helps you achieve your NDIS goals and provide opportunities to improve social and personal outcomes.

GUIDING PRINCIPLES

Supports funded by the NDIS need to:

1. be related to the participant's disability;
2. not include day-to-day living costs not related to a participant's disability support needs;
3. represent value for money; and
4. be likely to be effective and beneficial to the participant.

Providers should not claim for:

1. supports from a participant's plan where the support is not in line with the participant's goals, or where the support is not reasonable and necessary.
2. supports from a participant's plan where the support is more appropriately funded through other service systems.
3. expenses related to recreational pursuits, such as event tickets for the participant, or the cost

HOW MUCH OF MY SERVICE WILL NDIS PAY FOR?

The amount of funding you can allocate to your service will depend on which service interests you and your NDIS goals, plan and budget. The most common arrangements for multi-day services are where:

1. NDIS funds support only and you co-pay all other costs. This applies if you have core support funding available to fund the SUPPORT ONLY costs of your service. The balance of all other daily costs (meals, accommodation, transport, activities) are paid as co-payment privately by the participant.

2. NDIS Funds Supported Accommodation and you co-pay all other travel costs. This applies if you have Short-Term Accommodation (STA) funding available to take a break from home or achieve other personal goals. Most daily costs (support, accommodation, meals, activities and local transport) are funded. Co-payments apply for additional items such as tickets, fares and regional transfers.

TERMS AND CONDITIONS

SERVICE AGREEMENT

NDIS Service Agreements are required for all NDIA funded services and describe the support agreed, itemised costs, terms of your agreement and how to lodge a complaint.

ENDING OR CHANGING YOUR SERVICE AGREEMENT

Any changes need to be agreed in writing by the Participant and Social Solutions WA. If the Participant or Social Solutions WA wants to end or change the service agreement they must give at least 5 days notice.

PAYMENTS - NDIS FUNDED PARTICIPANTS

SELF-MANAGED PARTICIPANTS

Participants are invoiced by, and pay, Social Solutions WA directly. Participants use the provided invoice and receipt to acquit the expenditure against their plan using the myplace participant portal. Note strictly 7 day terms post service delivery applies.

PLAN-MANAGED PARTICIPANTS

Social Solutions will send invoices directly to the participant's plan manager subject to approval of the Plan Managers payment terms and conditions. Note strictly 7 day terms post service delivery applies.

NDIA-MANAGED PARTICIPANTS

Social Solutions WA submits a payment request through the myplace provider portal to receive payment for the agreed services after the services have been provided.

NON-NDIS FUNDED COSTS

Where services are delivered in a community, getaway, excursion or travel environment additional expenses may be incurred. These additional expenses are itemised separately and may include entrance costs, travel, transport, food, or other expenses. These expenses are generally not funded by the NDIS and are the financial responsibility of the participant.

CANCELLATIONS FEES

Intention to cancel must be notified in writing. Social Solutions WA will only claim from a participant's plan for a Short Notice Cancellation if all of the following conditions are met:

1. the NDIS Price Guide indicates that Short Notice Cancellations applies to that support item;
2. the proposed charges for the activities comply with the NDIS Price Guide;
3. the participants agrees in advance;
4. the provider was not able to find alternative billable work.



GENERAL BOOKING TERMS AND CONDITIONS

Other terms and conditions may apply to specific itineraries, as advised prior to booking.
See full terms and conditions on our website.

GUEST SERVICES

Guest supported services bookings are confirmed only on receipt of:

1. Completed and signed Guest Services Plan.
2. Completed and signed Guest Service Summary and Agreement;
3. Minimum deposit as specified for the itinerary or Service Agreement.

It is the customer's responsibility to provide accurate, relevant information to inform the proper care and support of the guest.

PACKAGE INCLUSIONS

A standard supported getaway combines three individual service components:

Travel Transport Package includes:

1. Private door to door transport (may include km's, vehicle hire, ferry, bus, flights)
2. Activity entry fees, tickets and entertainment;
3. Travel insurance (eligible Guests); and Photo Memory Prints.

Accommodation & Meal Package includes:

4. Single rooms with private bathroom facilities (motel, cabin, hotel, apartment)
5. All meals daily including breakfast, lunch, dinner and snacks. (mixed bistro dining and supported self catering)
6. Local transport and community activities

24hr Support Package includes:

7. Standard Guest Service Planning and Coordination
8. 24hr Qualified Support (shared / ratio) ; Overnight onsite (non-active) (10pm - 6am)

GST CHARGES

GST will be charged on all standard domestic services. GST will not be charged on International Services eligible NDIS fund supports.

PAYMENTS - SELF FUNDED GUESTS

(private non-ndis)

Client payments are received into our Client Trust Account and held in trust until distributed to purchase the goods and services associated with the guest's service delivery.

GUEST SERVICE RATIOS

A ratio of support means how many disability support workers will provide your support, and how many participants you'll share this support with. (Worker : Participant ratio)

Staff to guest ratios are all about offering the best level of personal support for each guest to ensure a safe and comfortable experience.

It is the customer's responsibility to provide accurate, relevant information to assist our team to provide an appropriate level and intensity of support to each shared participant.

SHARED GENERAL SUPPORT (1:3)

One guest service staff to three guests.

These services are best suited to guests who:

- Have good social skills and enjoy group environments
- Are independent, with minimal prompting in all personal care activities
- Able to walk at a relaxed pace up to 550m
- Can participate in a full day of community activities
- Require general guidance to follow and respond to emergency procedures
- Requires prompting or minimal assistance to manage medications, budgeting or personal belongings

SHARED MODERATE SUPPORT (1:2)

One guest service staff to two guests.

These services are best suited to guests who:

- Enjoy group environments with occasional need for extra social support
- Are able to walk/propel at a relaxed pace up to 350m at a slow pace (walker or frame)

- Can complete personal care activities with standby prompting and some physical assistance
- Require some assistance to follow and respond to emergency procedures
- Require some assistance to manage medications, budgeting or personal belongings

INDIVIDUAL ASSISTANCE (1:1) GROUP

These services are best suited to guests who:

- Require a high level of assistance with most or all of their daily living skills
- Have physical needs that require full assistance with mobility
- Require a high level of individual assistance to communicate own decision making
- Have complex support plans.

STANDARD CANCELLATION FEES

Intention to cancel must be notified in writing. Refund amounts and cancellation fees will be made in accordance with the following:

Guest Support Services (Support Only)

where no substitute Guest Booking is found

1. Notification greater than 5 days prior to departure:
Payments are fully transferable as Future Holiday Credit
2. Notification greater than 10 days prior to departure:
Payments are 100% refundable.

where a substitute Guest Booking is received

1. Payments are 100% refundable

Travel Services (Travel, Accommodation)

where no substitute Guest Booking is found

1. Cancellation fees will be in accordance with the Terms and Conditions of individual accommodation, transport and activity suppliers for the specified itinerary.

where a substitute Guest Booking is received

1. Refund amounts will be made in full less any name change or reservation change costs that apply.

OTHER CANCELLATIONS

We reserve the right to cancel any service, with payments

100% refundable if:

1. Any travel, health or environmental alert significantly impacts travel safety or the planned itinerary
2. Minimum participants and staff ratios are not reached.

ITINERARY CHANGES

Third-party providers of travel and travel-related services may change their prices, details of their tours at any time.

For this reason, all advertised prices displayed on the are subject to change without notice and are subject to availability.

AIRLINE CONDITIONS AND ADDITIONAL CHARGES

Many fares are subject to strict conditions regarding amendments, cancellations and refunds.

It is your responsibility to ensure the type of airfare you purchase is suitable for your circumstances.

TRAVEL DOCUMENTATION

You are responsible for obtaining all personal documents, passports, and visas that you may require. We may assist you to obtain such information, however the final responsibility for complying with any documents remains with you.

TRAVEL INSURANCE

Discovery Holidays accompanied Guests may be nominated for travel insurance cover by the company's Corporate Travel Insurance.

COMPLAINTS

We hope you will have no reason to complain but if you are unhappy with your services provided please report it immediately to our team. We ask that you refer to our Customer Complaints and Disputes Policy (available on our website)



IMPORTANT INFORMATION

and FAQs

WHAT IS NOT INCLUDED?

There are additional non-essential items that some guests like to have that are not included in the price of our getaway packages. Spending money for souvenirs, personal items, alcoholic and barista drinks, toiletries and laundry are examples of things we do not include.

CAN YOU ARRANGE FOR HOME AND REGIONAL TRANSFERS?

Yes, Metro home transfers are included in all supported packages and we provide tailored transfer options for guests joining from regional WA and other cities.

WILL I SHARE A ROOM?

Single rooms are standard on all getaways with twin-sharing only available by request. If you are travelling with a partner or friend, and you wish to twin share, you will be eligible for an accommodation discount.

HOW MUCH LUGGAGE CAN I BRING?

Every itinerary is different however the maximum recommend luggage is no more than 2 pieces that includes 1 x 20kg suitcase or bag and 7 kg overnight or backpack. Medical and mobility equipment unrestricted.

IS TRAVEL INSURANCE INCLUDED?

Yes, comprehensive travel insurance is included for guests on all supported tours. Self-guided or independent travellers will need to organise cover through their preferred provider.

DO I NEED TO BRING MY OWN SUPPORT PERSON OR CARER?

If you select a supported travel package you will be accompanied by our friendly guest support team for the duration of your getaway. If you would like to meet with your support team prior to departure, please let us know and we will arrange to introduce you.

CAN I BRING A FAMILY MEMBER OR MY OWN CARER ON A GROUP GETAWAY?

Yes! Anyone can join our supported group getaways however minimum ratio package still apply on group tours for guided, unsupported guests. (1:3 - 1:4)

CAN I TRAVEL WITH MY WHEELCHAIR OR MOBILITY EQUIPMENT?

Yes, all itineraries are wheelchair accessible, and we will make arrangements for your mobility equipment transport and accessibility requirements. (remote and regional itinerary may require some variations depending on the type of wheelchair used).

WHO SEES THE PHOTOS TAKEN ON THE HOLIDAY?

If you consent to share images taken, you will see the photos, other Guests on the tour will see the group photos and we sometimes use photos for promotional purposes on our website, brochures and facebook pages. If you do not consent to share, only you will see the images taken on holidays and they will not be shared with anyone else.

CAN I REQUEST A QUOTE FOR MY SERVICE?

Yes. Our team is happy to prepare itemised quotes for guests who require them for trustee, guardian or NDIS approval. We require further information about your support services style to prepare any quotation.

HOW CAN I PLAN MY SERVICE

We offer a complimentary holiday planning consultation to introduce our services, learn more about your personal style and assist you to create the perfect holiday. This informal chat over the phone or home visit provides you with an opportunity to have all your questions answered by one of our experienced holiday team. You may either book your preferred date and time online or give us a call anytime to arrange a meeting.



Community Support

Our experienced team provides a range of services that are tailored to meet your individual requirements.



Supported Accommodation

A large range of accessible short and medium-term supported accommodation solutions.



Discovery Holidays WESTERN AUSTRALIA

Supported Getaways, Holidays and Breaks Away for groups, individuals and service providers.



Social Solutions WA

Visit us at
socialsolutionwa.com.au
call the team 1800 290 996

Social Solutions WA provides innovative individual and group out-of-home support solutions for adults with a disability.

Available across WA, our experienced team provide a range of flexible community services and supported short-term accommodation solutions for families, individuals, and other service providers.

Our team support over 400 regular members, families and organisations to access out-of-home support, family respite, transitional accommodation, emergency respite services and access to our popular supported holiday program.

With our innovative service model, we can offer complete flexibility to suit your supported accommodation style, preferred location and service features.

Our Values



DIGNITY



RELATIONSHIPS



COLLABORATION



INNOVATION



QUALITY

WISH YOU WERE
HERE!



Supported group getaways and travel options to have fun,
meet new people, take a break and experience new things

FREECALL 1800 290 996 | **EMAIL** info@discoveryholidays.com.au | **WEB** discoveryholidays.com.au

ABN: 46 163 536 105 | NDIS Provider Number: 4050005486

PO Box 793 Cloverdale, WA 6985