



HOLIDAY



GUIDE

www.melbasupport.com.au



NDIS registered provider

July 2019 - June 2020



Melba Support Services acknowledges the traditional owners of this land, the Wurundjeri people of the Kulin Nation, and their Elders past, present and future. Melba acknowledges and respects their continuing culture and the contribution they make to the life of this region.

Welcome to MELBA Support SERVICES holiday program



At Melba Support Services we know all about holidays and we strive to make every trip a memorable one. Being a local weekend or an eleven day international “vacation trip”.

For over twenty years Melba has organized holidays around Australia and the world, supporting people to achieve their goals and outcomes.

Our friendly and skilled staff are experienced in supporting you while you are away from home. They all have training in Epilepsy, Anaphylaxis, Manual Handling and CPR.

At Melba Support Services we only organize and operate small group trips. The maximum number of participants for a low support need holiday is six with two staff members (1:3 ratio). Participating in a small holiday allows you to have more freedom and choice when it comes to achieving your individual goals and outcomes.

If this is your first experience with our holiday program, we will meet and discuss in person all your necessary support requirements, preferences and specific needs. This is a great opportunity for you to ask any questions.

In order to support you best in your holiday, it is important that you tell us as much as you can about yourself prior, even if you have attended trips with Melba Support Services before. The holiday assessment form is very important to us. Please complete it accurately, this will be the guide that our staff will use to support you best during your holiday.

NDIS

All of our trips can be partially funded through your NDIS package if they meet the goals stated in your NDIS plan.

The prices in this booklet are “all inclusive” and include the support, accommodation, and transportation from the meeting point, main meals and activities.

The cost of the support component will be calculated based on the current NDIS price guide. All other costs (NDIS funded component) need to be paid by the participant prior to the commencement of the trip, and will be invoiced separately.

If you would like to subsidize your holiday utilising your NDIS plan, get in contact with us and we will organize a service agreement for you to sign. The service agreement will outline the NDIS billable costs and your “out of pocket” expenses.

Please note that the prices stated in the booklet are based on a 1:3 support ratio (unless otherwise specified) and may vary if the trip proceeds with a lower support ratio or if a participant has been assessed to a higher support ratio (1:2 or 1:1). The prices are also subject to change due to unforeseen circumstances.

JULY

2019

BALLARAT WONDERLIGHTS

XMAS IN JULY

DATES: 15th - 18th July

DURATION: 4 days

PRICE: \$2,200



Experience the real Christmas in July at Sovereign Hill. There will be Christmas trees, colorful decorations and snow falling. It will be fun with stunning light projections. We will also be visiting the Ballarat wildlife park, the Botanical Gardens and the medieval inspired Kryal Castle.

WEEKEND TRIP

1:1 SUPPORT RATIO

DAYLESFORD & THE MACEDON RANGES

DATES: 26th - 28th July

DURATION: 3 days

PRICE: \$4,200



Daylesford is the perfect weekend getaway destination outside of Melbourne. It is a wonderful place to relax and eat good food. We can visit Wombat Hill Botanical Gardens and enjoy the great views over the surrounding countryside. Jubilee Lake is a lovely picnic spot and ideal for fishing and boating. If you are one into wellness, lucky you, as we will certainly be visiting Hepburn Springs SPA to retreat and perhaps get a taste of some refreshing, mineral spring waters.



AUGUST

2019

TROPICAL NORTH QUEENSLAND

CAIRNS & PORT DOUGLAS

DATES: 18th – 24th August

DURATION: 7 days

PRICE: \$5,300



Cairns is an ideal base to explore the wonderful attractions that Tropical North Queensland has to offer. We will be visiting the Daintree Rainforest, take the cableway above the Barron Gorge National Park, discover the Aboriginal culture at Tjapukai Cultural Park and have a quick splash in the beautiful Esplanade Lagoon. A day trip to Port Douglas will make this trip a memorable one.

MOUNTAINS DELIGHT

SNOW GETAWAY TO FALLS CREEK
& BRIGHT

DATES: 12th – 16th August

DURATION: 5 days

PRICE: \$2,750



A holiday on the mountains is refreshingly loads of fun. Who doesn't enjoy sliding in the snow? If you are fit and brave, you could try some tobogganing or slide down the Snow Tube Park. If you have never built a snowman, this is the perfect opportunity! You can meet Pete the snow dragon and taste a 'Snonut' donut! The picturesque town of Bright will be the perfect base for all our adventures.

WEEKEND TRIP

1:1 SUPPORT RATIO

WARBURTON

DATES: 23rd – 25th August

DURATION: 3 days

PRICE: \$3,850



Come and spend a weekend away with us in beautiful Warburton. Together we will discover the Yarra Ranges and all the activities that it has to offer, such as: Healesville Sanctuary, Redwood Forest and the Warburton Rainforest Gallery. On Sunday we will be having lunch at the magnificent Blue Lotus Water Garden after exploring all the lakes of Lilies and Lotus flowers.





Do you have a destination in mind or a specific activity that you would like to pursue? It could be a local fishing weekend, cruising the south pacific, or discovering the history of an ancient European city. We can help do it all!



SEPTEMBER

2019

OUTBACK ADVENTURES

ALICE SPRINGS & ULURU

DATES: 9th – 13th September

DURATION: 5 days

PRICE: \$4,850



There is so much to see and do in Australia's Red Centre. You will spend a full day visiting the Kata Tjuta National Park, Uluru and learning all about Aboriginal culture. From the top of Anzac Hill, the view over the 'Alice' and the MacDonnell Ranges will be memorable. A visit to the Alice Springs' School of the Air will be also on our list of impressive experiences.



WEEKEND TRIP

(1:1 SUPPORT RATIO)

PHILLIP ISLAND

DATES: 13th – 15th September

DURATION: 3 days

PRICE: \$4,100



Looking for a long weekend away? Look no further than Phillip Island. There are so many activities to choose from. Some of them include the Wildlife Park, The Koala Conservation Centre and the Chocolate Factory. The world's renowned Penguin Parade will be also on our list on things to do. Before heading back on Sunday, we could learn the history of Australian motor sport at the Philip Island Grand Prix Circuit.

MILDURA

COUNTRY MUSIC FESTIVAL

DATES: 30th September – 4th Oct

DURATION: 5 days

PRICE: \$2,950



Let's catch a train through the beautiful countryside together and discover how vibrant Mildura is during the 'Country Music' festival. We won't be just listening to music, but we will also be exploring the city and the main attractions, including cruising the Murray river on a paddle steamer and visiting the Mildura Arts Centre.



*We are all
about
small groups*

At Melba Support Services we only organize and operate small group trips, this allows for more freedom and choice when it comes to achieving your individual goals and outcomes.



OCTOBER

2019



WHITSUNDAYS ESCAPE AIRLIE BEACH

DATES: 21st – 25th October
DURATION: 5 days
PRICE: \$4,050



Enjoy the tropical atmosphere of Airlie Beach and tune right into holiday mode. Airlie beach is the perfect base to discover the Whitsundays, the home of the world's best renowned beaches, like Whitehaven beach. We will spend a whole day on a catamaran sailing the surrounding island and enjoying the beautiful scenery. One day we can relax locally soaking in the lagoon, whilst cooking a barbeque on site following an opportunity to visit some bush land at the Conway National Park.

MIDWEEK MELBOURNE CITY TRIP OFFICIAL 'NEIGHBOURS TOUR'

DATES: 15th – 17th October
DURATION: 3 days
PRICE: \$1,690



Join this short yet fun-packed trip and you will learn everything about Australia's long running soap opera 'Neighbours'. During the official 'Neighbours Tour' you will be visiting Ramsey Street, the exterior sets at the Studios and meet one of the stars. The tour guide will be happy to answer any questions you have about this popular TV series.

You will be seeing Melbourne from another angle, as we will be boarding a ferry to Williamstown and sail underneath the Bolte Bridge. You will also experience panoramic views of our beautiful city from the top of the Eureka Skydeck, almost 300 meters in the sky. There also will be plenty of shopping opportunities at the Queen Victoria Market.

CANBERRA

FLORIADE – AUSTRALIA'S BIGGEST
CELEBRATION OF SPRING

DATES: 7th – 11th October
DURATION: 5 days
PRICE: \$3,690



Fly with us to the capital of Australia during 'Floriade' and see more than one million flowers in bloom. Spring is a great time to visit Canberra and its most famous landmarks like Parliament House, the Australian War Memorial, Lake Burley Griffin and the National Gallery of Australia. If you have never visited the capital of Australia, do not miss out on this perfect opportunity!

NOVEMBER

2019



SUNSHINE COAST

NOOSA & THE AUSTRALIA ZOO

DATES: 11th – 15th November

DURATION: 5 days

PRICE: \$3,950



The Sunshine coast has everything you could want in a holiday destination; pristine beaches, exciting attractions and beautiful weather all year around. You will be visiting Noosa, the azure waters of Mooloolaba and the world's renowned Australia Zoo (we may even bump into Bob & Bindi). A trip to Queensland is not complete without a visit to the Big Pineapple. You better make sure that the batteries of your cameras are fully charged!



ANCIENT THAILAND

BANGKOK & AYUTTHAYA

DATES: Dates TBA

DURATION: 7 days

PRICE: \$5,990



Thailand is the most popular tourist destination in the Southeast of Asia. You may want to join this Melba trip and find out why! There are so many cultural and historical sites, including ruins that stretch back hundreds of years. We will be visiting the most famous landmarks in Bangkok including the Grand Palace, the Floating Market and the temple of Emerald Buddha, just to name a few. A full day in the city of Ayutthaya, the former capital of the Kingdom of Siam and UNESCO World Heritage site, will make this holiday a memorable one.

WEEKEND TRIP

(1:1 SUPPORT RATIO)

QUEENSCLIFF

MUSIC FESTIVAL

DATES: 22nd – 24th November

DURATION: 3 days

PRICE: \$4,290



Join us for a fun packed weekend and a 'boogie' on the Bellarine Peninsula. The Queenscliff music festival always has a great line up of talented musicians and the vibe of the event is unbeatable. Act quickly on your booking as the tickets are limited and go fast!

DECEMBER

2019

GIPPSLAND'S ADVENTURES LAKES ENTRANCE

DATES: 2nd – 6th December

DURATION: 5 days

PRICE: \$2,750



HISTORIC TASMANIA HOBART

DATES: 9th – 13th December

DURATION: 5 days

PRICE: \$3,700



Fly to Hobart with us and discover the beautiful scenery that the wild island state has to offer. Tasmania's capital city offers a blend of heritage and lifestyle with so many activities and attractions to choose from. We will be catching the ferry to the Mona Museum of Old and New Art, Australia's largest privately-owned museum. The historic site of Port Arthur, once known as the 'inescapable prison', is certainly a must-see attraction. During the guided walking tour you will hear stories of the past come to life. The view of Hobart from the summit of Mount Wellington (1300m) will be a sight to behold.

Come and explore with us Gippsland and the beautiful Ninety Mile Beach. There is so much to see and do around Lakes Entrance. You will be visiting the Buchan Caves, learning about the 'Burranum' dolphins and the lake marine life on an Eco Cruise, see the Griffiths Seashell Museum and so much more. Horse riding will also be on the agenda weather permitting. You will have loads to do even if you have seen Gippsland before. A fun filled holiday guaranteed.

WEEKEND TRIP (1:1 SUPPORT RATIO)

YARRA VALLEY

DATES: 6th – 8th December

DURATION: 3 days

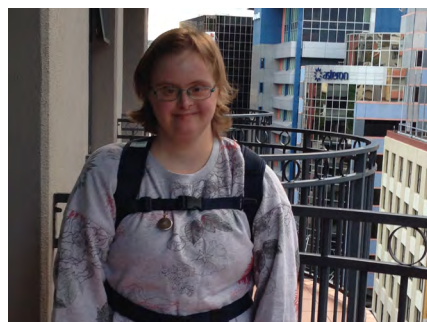
PRICE: \$3,850



Pack your bags for a cheeky weekender with us and we will show you what the Yarra Valley is all about. We will go for a ride aboard Puffing Billy through the magnificent Dandenong Ranges, have a picnic lunch at Healesville Sanctuary and perhaps enjoy a lunch with a majestic view at SkyHigh Mount Dandenong.



Contact us to ask about organising your own custom package, tailor made to meet your specific interests, passions and NDIS goals.



JANUARY

2020

SUMMER ON THE SOUTH- WEST COAST

WARRNAMBOOL

DATES: 6th – 10th January

DURATION: 5 days

PRICE: \$2,790



At the end of the Great Ocean Road just beyond the 12 Apostles, lies a tranquil bay for our Summer adventures. Warrnambool is the perfect location to explore the scenic South-West end and its beautiful coastline. There is so much to see and history to learn at the Flagstaff Hill Maritime Museum and what a wonderful experience will be the Sound and Light Show at nighttime. We will also visit the picturesque town of Port Fairy and witness some wildlife on Griffiths Island, a sanctuary for Australian flora and native animals.



PADDLING THE MURRAY ECHUCA

DATES: 13th – 17th January

DURATION: 5 days

PRICE: \$2,720



Echuca is the perfect place for a relaxing holiday up on the border of Victoria and New South Wales. The Murray River cruise on a restored paddle steamer will be a fantastic experience. The Port of Echuca Discovery Centre is an open-air museum and is recognized as one of Australia's finest heritage icons. You will see some of the boats built over 150 years ago still in operation today. Even if you do not happen to be a car nut, a visit around the Holden Motor Museum will spark your attention with the history of a company that put our Nation on wheels. Join this holiday with us and you will not be disappointed.

RAINBOW SERPENT FESTIVAL

LEXTON

DATES: 24th – 27th January
(Australia Day weekend)

DURATION: 4 days

PRICE: On request



Come and celebrate Australia Day with us in Lexton, home of the Rainbow Serpent Festival. This is arguably one of Australia's most popular music festivals and is guaranteed to be an experience of a lifetime. It will be four days full of music, dance and colours. Be ready to camp and have lots of fun.

If you are interested in participating in this unique festival experience, forward your expression of interest quickly as the tickets are very limited for this popular event.



Individual Support

We can tailor any of our holidays to the individual support needs required. We cannot guarantee the sun will shine on every holiday, but we can guarantee you will have the best support to create amazing memories.



FEBRUARY

2020

KANGAROO ISLAND CRUISE

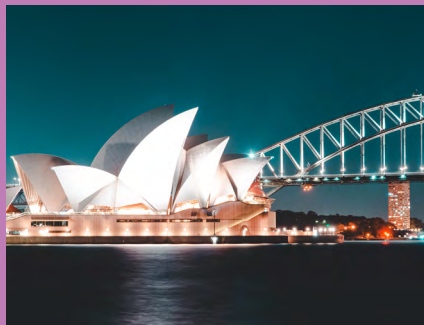
DATES: 17th – 21st February

DURATION: 5 days

PRICE: \$3,190



If you have never been on a cruise before, this is the perfect opportunity to try it out and experiencing what sailing on a big ship feels like. There will be lots of entertainment, fun activities to participate in and a variety of dining options. The destination, Kangaroo Island, offers breathtaking scenery, beautiful beaches and wilderness views. Do not miss out on this short but memorable cruise experience!



EXPLORING THE HARBOUR CITY SYDNEY

DATES: 3rd – 7th February

DURATION: 5 days

PRICE: \$3,650



Fly to Sydney with us and let's explore together what this beautiful city has to offer. We will be visiting the Opera House and its magnificent harbor, The Taronga Zoo, the Royal Botanical Gardens and the iconic Bondi Beach. One day we will catch the ferry to Manly and enjoy fish n chips whilst watching the surfers riding the waves. For the scorching and raining days Sydney offers great indoor options like the Museum of Contemporary Art and the Sea Life Aquarium. Even if you have visited Sydney before, you can never get enough of this city.

HAVING A SAY CONFERENCE GEELONG

DATES: 24th – 28th February

DURATION: 5 days

PRICE: \$2,700



For over 20 years the 'Having a Say Conference' has helped people find their voice and speak up. Participate with us at the largest conference for people with disabilities within Australia. Meet new people and simply just have fun, this is a trip not to be missed. The conference is in Geelong and is scheduled from Monday to Wednesday. The Thursday we could spend the day at the Adventure Water Park or perhaps go for a drive towards the Coast and Apollo Bay.

WEEKEND TRIP (1:1 SUPPORT RATIO)

BELLARINE PENINSULA

DATES: 7th – 9th February

DURATION: 2 nights

PRICE: \$4,190



The Bellarine Peninsula offers plenty of attractions and a relaxing atmosphere for a weekend away that is not too far from Melbourne. We can visit the Fort Queenscliff, The Maritime Museum or perhaps go for a splash at Ocean Grove. If you would like a close encounter with some native wildlife, at the Jirrahlinga Sanctuary you may get an opportunity to pat a Koala or hold a snake.

MARCH

2020

SOUTH AUSTRALIA ESCAPADE ADELAIDE

DATES: 16th – 20th March
DURATION: 5 days
PRICE: \$3,590



The capital of South Australia is a vibrant city with a rich heritage and plenty of attractions. During this holiday we will visit the Botanical and Himeji Gardens, the Adelaide Zoo (with its Giant Panda's), the Adelaide Museum, Glenelg Beach and the Adelaide Oval, one of the most picturesque sporting grounds in the world. Of course, there will be plenty of time for some shopping at the Rundle Mall and the Central Market. Adelaide might be small but the amount of fun you will have on this trip won't be!

DISCOVERING 'THE PROM' WILSON'S PROMONTORY NATIONAL PARK

DATES: 2nd – 6th March
DURATION: 5 days
PRICE: \$2,790



Wilson's Promontory National Park is on Victoria's South East Coast and is a wonderful place for a holiday. We will be visiting pristine beaches like the famous Squeaky Beach, walking some easy nature tracks, watch the sunset at Whisky Bay, soak up the magic of a Rainforest at the Lilly Pilly Gully Nature Walk. Spotting native animals out in the wild never gets tiring and Wilson's Prom National Park is the perfect place to see Aussie wildlife. If you truly love nature, you will find beauty at 'The Prom'.

WEEKEND TRIP (1:1 SUPPORT RATIO)

F1 GRAND PRIX WEEKEND

DATES: 13th – 15th March
DURATION: 3 days
PRICE: On request



Come with us and watch the fastest cars in the world tear up the Albert Park Grand Prix Circuit. There will be much more to enjoy than just the main race on Sunday. We will be watching the Qualifying Sessions, The Australian GT championship, parades and exciting entertainment linked to one of the world's most glamorous sporting events! We will be staying in the city center, right in the heart of the action. Lets cheer on together!



APRIL

2020

FARMSTAY IN THE GOLDFIELDS CLUNES

DATES: 20th - 24th April
DURATION: 5 days
PRICE: \$2,650



During this trip you will experience life on a farm and be able to relax in a country setting for 5 days. You will get to feed the Sheep, Deer, Pigs, Geese and Kangaroos, cuddle Bunnies, Guinea Pigs and Joeys. During the day we will be visiting the best attractions of the Goldfields Region, some of these include panning for gold at Sovereign Hill, explore the Central Deborah Gold Mine in Bendigo and hop on board the Victorian Goldfields Railway steam train. If you strike it lucky at Sovereign Hill you could return richer than you departed... however if you do not, we still guarantee rich memories for a long time.



BRISBANE

DATES: 27th April- 1st May
DURATION: 5 days
PRICE: \$3,770



Let's fly to Brisbane and warm up our bones before Winter! We will be sure to visit Brisbane's main attractions including: The Story Bridge, the famous precinct of South Bank, Fortitude Valley, the Lone Pine Koala Sanctuary and the South Botanical Gardens. If you are not afraid of heights, we could ride the Wheel of Brisbane and take in a 360-degree panoramic view of the city. There will be plenty of time to do some shopping in Queen Street Mall too!

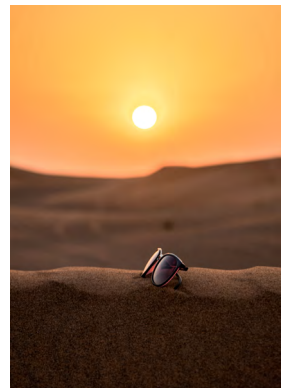


JAPAN BLOSSOM FESTIVAL TOKYO

DATES: Dates TBA
DURATION: 7 days
PRICE: \$6,990



Join this exciting Melba holiday and explore with us one of the busiest, craziest and most bizarre cities on the planet! The list of things to do in Tokyo is literally endless. We will be visiting different parks and the best spots around the city to view the Cherry Blossoms blooming, like the Shinjuku Gardens. Some of the other attractions will be the MORI Building Digital Art Museum, the Tsukiji Fish Market, walking the busiest crossing in the world at Shibuya Scramble Crossing and the Sensoji Temple (the oldest in the city). Do not miss out on this trip, Tokyo needs to be seen, explored... and smelt during Cherry Blossom season!



We have the expertise to build a holiday activity for you, and our desire is to ensure it is perfect for your needs.



MAY

2020

SUN-SOAKING IN CALIFORNIA (USA)

SAN FRANCISCO & THE SILICON
VALLEY

DATES: Dates TBA

DURATION: 11 days

PRICE: \$9,090



Join this International Melba trip and explore hilly San Francisco and the Northern Californian coast with us. We will be walking over the most famous bridge in the world, 'The Golden Gate Bridge'. We will be riding the historic cable cars while enjoying spectacular views of the city, visiting the former prison of Alcatraz and understand why no inmate ever made a successful escape and exploring many other beautiful areas of 'San Fran' like Fisherman's Wharf, Castro and Mission District and perhaps have a picnic at the Presidio (home of the Walt Disney Family Museum). A holiday to North California is not complete without visiting the Silicon Valley, which is home to some of the world's most innovative companies such as Google, Apple and Facebook. There will be plenty more attractions to choose together during this trip and we can guarantee it is going to be a holiday that you'll remember for a very long time.



WEEKEND TRIP (1:1 SUPPORT RATIO)

CASTLEMAINE

DATES: 22nd - 24th May

DURATION: 3 days

PRICE: \$4,150



Life is more relaxed in Regional Victoria so enjoy a weekend away with us. Only one and a half hours away from Melbourne we will find Castlemaine, which is a former gold mining town that features magnificent historic buildings with trendy cafes and restaurants. During the day we could visit the Buda Historic Home & Garden, the Art Gallery and Museum, the Botanical Gardens and go for a steam train ride to Maldon on the Victorian Goldfields Railway.

MEET THE APOSTLES THE GREAT OCEAN ROAD (PORT CAMPBELL)

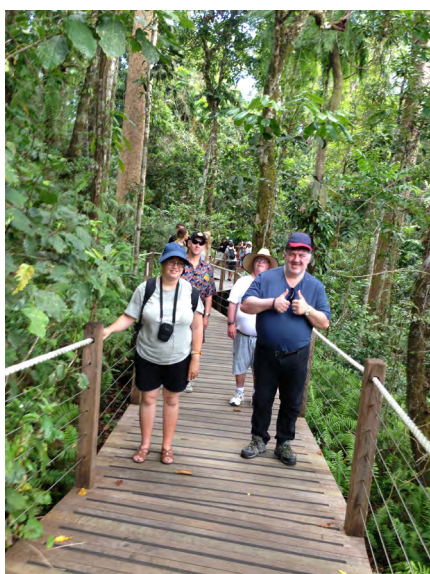
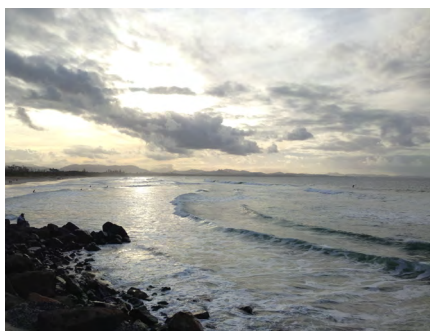
DATES: 4th - 8th May

DURATION: 5 days

PRICE: \$2,750



Take a drive with us along the spectacular Great Ocean Road, one of the world's most scenic coastal drives. You will get to witness the Twelve Apostles (at sunrise and sunset) experience the treetop walk at the Otway National Park, visit Cape Otway light-station and also spot some native wildlife at Kennet River. If you have not driven along the G.O.R yet then it's absolutely about time that you do. And, if you have then you are in for a surprise anyway as the Ocean is different every day.



All of our trips can be partially funded through your NDIS package if they meet the goals stated in your NDIS plan.



JUNE

2020

FUN ON THE GOLDIE GOLD COAST

DATES: 22nd – 26th June

DURATION: 5 days

PRICE: \$3,890



The Gold Coast is one of Australia's most iconic destinations known for its white sandy beaches and world class theme parks. On this holiday you will get to experience a mix of adventures, relaxation and wildlife. On the top of our list will be a couple of theme parks to choose from between Dreamworld, Seaworld, Movie World and Wet 'n' Wild. We will get up and personal with the wildlife at the Currumbin Sanctuary, check out the magnificent coastline from the SkyPoint Observation Deck and enjoy some genuine Fish 'n' Chips at one of the iconic beaches. It will be hard to say "goodbye" after having so much fun.



COFFS HARBOUR

DATES: 8th – 12th June

DURATION: 5 days

PRICE: \$3,650



Discover with us the breathtaking Mid North region of New South Wales. This is home of unspoiled beaches, National Parks and Marine Reserves. On this holiday we will spend a full day at the Big Banana Fun Park, learn about marine life and get close to the dolphins and seals at the Dolphin Marine Conservation Park. We will also explore the Dorrig National Park and of course breathe some fresh air while walking along the Coffs Harbor Jetty.

Of course a visit to Coffs Harbor is not complete without visiting Muttonbird Island, which is one of the best spots to see whales migrating and watch the sunset over the Marina. A highly recommended holiday for nature lovers!

WEEKEND TRIP (1:1 SUPPORT RATIO)

MORNINGTON PENINSULA

DATES: 12th- 14th June

DURATION: 3 Days

PRICE: \$4,090



Are you desiring a relaxing, weekend getaway? Or would you prefer a busy one? The Mornington Peninsula has something for everyone, from beautiful beaches to serene parklands. We could go on a gondola ride from Dromana to Arthur's Seat and enjoy the breathtaking views across Melbourne city, explore the Ashcombe Maze and Lavender Gardens, visit Fort Nepean, go Strawberry picking at Sunny Ridge or try to catch some fish from one of the piers.... The list just goes on!

Terms + Conditions

All holidays with Melba Support Services include the following terms and conditions outlined below.

Terms and conditions are subject to change and Melba Support services reserves all rights to make any appropriate changes.

DIRECT SUPPORT

Experienced, qualified support workers who are employed by Melba support services will fulfill support according to the staff-participant ratio outlined in the booklet. An assessment may need to be undertaken for a new participant in order to gain more information and specific requirements of the individual needs, as we strive to offer the most appropriate and best quality support possible.

TRANSPORTATION

The transportation to and from the departure point is inclusive in the holiday costs. This includes (but is not limited to) airfares, train tickets, buses and transfers at the holiday destination.

Holidays within Victoria will depart from Melba Head office, which is situated at 40-50 Melba Ave, Lilydale unless otherwise stated.

The meeting location for Interstate and International holidays is in Melbourne International Airport unless otherwise stated.

Personal pick up and drop off are not included in the standard holiday costs, however can be organized at an additional cost, including taxi services or transport by Melba support members.

MEALS

All main meals (Breakfast, Lunch, Dinner) will be a standard inclusion of the holiday cost.

They are generally a combination of home cooked, take away and restaurant dining. Melba always tries to encourage healthy meal options and to experience the local cuisine as a cultural growth. The participants will be expected to pay for extra snacks during the day separately.

BEVERAGES

Drinks (excluding Alcoholic) for the main meals are inclusive in the holiday cost. Some spending money is required to buy extra drinks throughout the day. Especially during the summer holidays staff will encourage participants to drink more regularly. Carrying a refillable bottle of water may be beneficial.

NDIS BOOKINGS

If the participant wishes to claim the support cost of the holiday through NDIS, a service agreement must be signed and the money will be claimed after the service has been delivered (upon return of the trip).

It is the responsibility of the supported person (or their representative) to ensure that the current NDIS plan has enough funding to cover the cost of the support of the chosen holiday. IF there is not enough funds or if the NDIS plan is suspended, the supported person (or their representative) will be liable for all outstanding costs.

The NDIS component (out of pocket expenses) of the holiday will be invoiced separately and must be paid prior to the commencement of the trip by bank deposit, cash or credit card.

Within two weeks of signing the service agreement, the NDIS unfunded component will be treated as a deposit for the booked holiday.

CANCELLATION

Should there be a reason for cancellation, the participant, dependent on the destination and notification period, will incur the following fees. Cancellation fees are to be made payable by bank deposit, cash or credit card to Melba support services.

Destination	Timeline	Fee
Victoria	14-28 days	50%
Victoria	7-13 days	75%
Interstate	60-90 days	75%
Interstate	0-60 days	100%
International	0-90 days	100%

A formal notice of cancellation must be made in writing to Melba Support services.

Please note: a 20% administration charge of the deposit and balance paid will be non-refundable. This charge applies to all Victorian, Interstate and International holidays.

Melba support services reserves the rights to cancel a holiday if the minimum number of participants is not reached, or it is deemed by Melba support services that the holiday will not be financially viable or otherwise viable.

If in the unlikely event that there is a holiday cancellation, a full refund will be issued or the costs can be transferred to another holiday of choice.

CHANGES TO ITINERARY OR PRICING

Melba support services reserves the rights to modify the itinerary or activities of a holiday at its discretion without entitlement to a refund. The itinerary or activities may be changes due to weather conditions, accommodation, flight or ticket availability or any unforeseen circumstances.

Melba support services reserves the right to make changes to the cost of a holiday due to unforeseen changes of prices of flights, accommodation, activities and services.

Although we do everything within our attempt to ensure holiday costs are accurate, all prices are correct as of the 01/06/2019 and are subject to change.

ACTIVITIES / ENTRANCE TICKETS

The cost of activities, tickets to museums or entertainment venues that are listed in the booklet are included in the cost of the holiday.

ACCOMMODATION

Based on the holiday destination, the accommodation options will vary. It could be a self-contained holiday, caravan park, a motel or hotel, Bed & Breakfast or holiday stay all determined by Melba support services. The cost included is generally based on a twin share room set up. If you wish to have your own private room, please inform us prior to booking as an additional fee may apply.

THE COST OF THE HOLIDAY DOES NOT INCLUDE

1. PERSONAL EXPENSES: Such as (but not limited to) Laundry, International or local phone calls, excess baggage, medical supplies, extra snacks, shopping, souvenirs, mobility and rentals.)
2. TRAVEL INSURANCE
3. ANY COSTS RELATED TO VISAS, PASSPORTS, TRAVEL PERMITS OR THE LIKES.
4. HOME PICK UP/DROP OFF

BOOKING FEES

Victorian Holidays

Booking confirmation in writing with a 20% deposit should be made at least six weeks in advance of the departure date of the holiday. Balance must be paid no later than four weeks prior to departure.

Interstate Holidays

Booking confirmation in writing with a 20% deposit should be made at least ten weeks in advance of the departure date of the holiday. Balance must be paid no later than six weeks prior to departure.

International Holidays

Booking confirmation in writing with a 30% deposit should be made at least sixteen weeks in advance of the departure date of the holiday. Balance must be paid no later than twelve weeks prior to departure.



40-50 Melba Avenue, Lilydale VIC 3140
PO BOX 554, Lilydale VIC 3140

Phone: 03 9212 0100 **Fax:** 03 9739 5188

Email: Davide Scagliarini (Outcomes Lead Respite)
Davide.Scagliarini@melbasupport.com.au

www.melbasupport.com.au