

POLICY NUMBER: SER DEL 18

INTENT

To endeavour to assist Participants of Real Living Options Association Inc. to have a holiday where/when requested.

DEFINITION

Holiday – a short break spent at a venue and destination other than their home.

POLICY STATEMENTS

- Holidays are part of an ordinary life therefore Real Living Options Association Inc. will assist Participants as requested to undertake holidays or short breaks away where possible.
- Assistance can only be provided according to the funding available in the individual's package, the availability of suitable support staff (Lifestyle Assistants), and the financial resources of the Participant and/or the willingness of the family to contribute.
- An Agreement will be signed prior to taking a holiday with a Lifestyle Assistant in accordance with award requirements. The Agreement will also be signed by the Participant and/or Representative Nominee and will set out details of all arrangements, accommodation, travel, activities, meals, personal requirements etc.

PROCEDURES

- The Support Team will negotiate the holiday plans with a Participant and, where relevant and/or requested, their Representative/Nominee.
- The Support Manager must be provided with a draft proposal to be approved in principle before any bookings are made, to ensure there is sufficient funding to cover the support that is required, and the support meets the industrial award that Lifestyle Assistant works under.
- Once the Participant and/or their Representative/Nominee have decided on the holiday plan a Lifestyle Assistant chosen by the Participant will be appointed to accompany them.
- The appointed Lifestyle Assistants should assist the Participant and/or their Representative/Nominee to research and find relevant information and assist with planning and arrangements as requested.
- The Participant is responsible for the cost of travel, accommodation, meals, transport and entry fees to venues for themselves and the Lifestyle Assistant while on holiday.
- A plan for the holiday, including a budget, should be developed to cover all aspects of the holiday. This plan should include bookings for all aspects of the holiday and may include activity costs and entry to venues for activities.
- Rest and relaxation should be included in the holiday plan.
- The holiday details must be provided to the Support Manager at least 2 weeks prior to the commencement of the holiday.

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- The Holiday Agreement must be signed by all relevant parties 1 week prior to the Participant leaving for the holiday and the Lifestyle Assistant must be provided with a copy to take with them.
- The Holiday Agreement will include:
 - Remuneration and conditions for the Lifestyle Assistant
 - Holiday details e.g. destination
 - Holiday arrangements - Travel arrangements e.g. rail, airline, departure times
 - Accommodation
 - Description of holiday activities
 - Individual assistance details e.g. medication, meals activities/costs, budget
 - Important phone numbers
 - Negotiated hours for support – hours, sleepovers, meals, activity costs, mileage expenses
 - An agreement to keep a daily diary of activities and complete a Participant Holiday Report
 - Signature area
- A copy of the signed Holiday Agreement, the daily diary of activities and the Participant Holiday Report to be given to the Participant and/or their Representative/Nominee as appropriate and to be included in the Participants file.
- A signed copy of the Holiday Agreement is to be kept in both the Participants and the Lifestyle Assistant's file.

DELEGATIONS

Support Manager

- Ensure the Participant has adequate funding available or the capacity to pay for their holiday.
- Ensure the holiday arrangement is in line with the relevant industrial award.

Support Facilitator

- Encourage the Lifestyle Assistant to assist the Participant to research their holiday.
- Arrange support to assist with the preparation for the holiday and on return home
- Assess potential risks associated with the holiday and discuss how to manage them e.g. times of flights, etc.
- Ensure the Holiday Agreement is signed by all parties.
- Ensure the Lifestyle Assistant has a copy of the Agreement with all the completed information.

Lifestyle Assistant

- Assist with planning of the holiday as requested
- Provide the Support Team with a draft Holiday Plan
- Assist the Participant with packing and pre-holiday arrangements etc.
- Assist the Participant as required during their holiday.
- Maintain a daily diary and provide a Participant Holiday Report

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RELATED DOCUMENTATION

Lifestyle Assistant Role and Responsibilities
Code of Conduct
SUD 38 – Participant Holiday Agreement

REFERENCES

Human Services Quality Standards
Social, Community, Home Care & Disability Services Industry Award 2010

AMENDMENTS/REVIEWS

07/06/2012, 30/03/2017, 23/06/2022, 06/11/2025

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