



Out & About SA

Southern Cross Care (SA, NT & VIC) Inc
Health & Wellness

Bookings

Booking requirements:

We require the following information for all Out & About attendees:

- Name
- Contact Number
- Emergency Contact Name and Number
- Health & Wellness Site Departure Location
- Mobility Aid
- Dietary Requirements
- Medical Conditions
- Home Care Package

This information is required so an accurate outing risk assessment can be undertaken to ensure we are catering to the needs of all attendees, and to ensure that the outing's Bus Driver and Volunteer are equipped to assist attendees on the day of the outing as required.

How to Book:

Bookings can be made over the phone by calling Southern Cross Care Health & Wellness, or by visiting a Health and Wellness Centre.

To book an outing:

- Call 08 8179 6825
- Visit a H&W Centre within business hours (8.30am – 4.00pm, Monday to Friday)
 - The Pines Health & Wellness Centre, 336 Marion Road, North Plympton SA 5037
 - Carmelite Health & Wellness Centre, 7 Spence Avenue, Myrtle Bank SA 5064
 - Philip Kennedy Centre Health & Wellness Centre, 477-479 Military Road, Largs Bay SA 5016
 - Oakfield Rise Health & Wellness Centre, 19 Hawthorn Road Mount Barker, SA 5251
 - Goolwa Community Hub, 1 Wildman Street Goolwa, SA 5214

Payment

Full payment must be made at time of booking.

Payment methods:

- On site EFTPOS or cash transaction
- Over the phone EFTPOS transaction
- Home Care Package payment*
 - Attendee to provide name and contact information of their Home Care Package Coordinator at time of booking. The Health Education & Social Coordinator will seek

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payment approval from the Home Care Package Coordinator on the client's behalf.
*Payment must be approved by the client's Home Care Package Coordinator.

Cancellations

- Due to outing popularity, booked and paid outings must be cancelled a minimum of 5 business days before the outing date to receive a full refund.
- If less than 5 business days notice but greater than 2 business days, 50% of the paid outing fee or an equivalent credit to use for future outings is available.
- No refunds or credit notes will be available if you cancel within two business days of the trip commencing, unless under extenuating circumstances at the discretion of the Health Education & Social Coordinator.
- Cancellations must be made within business hours (8.30am – 4.00pm, Monday to Friday) and will be reviewed by the Health Education & Social Coordinator for approval.
- All refunds must be processed at the Health & Wellness site where the original payment was processed within that site's opening hours (no refunds can be processed over the phone, we require the physical EFTPOS card to process the refund through our EFTPOS machine).
 - South Australian Health & Wellness Centres can process refunds Monday to Friday, 8.30am – 4.00pm.
- Southern Cross Care reserves the right to evaluate cancellations at its own discretion.

General Information

Confirming Attendance

- Outing attendees will receive a text message by default (unless they opt for a phone call) 4 to 5 business days before the outing, to confirm their attendance, answer Covid-19 safe questions, provide meal order, and confirm any other information related to the outing.
- If the outing attendee doesn't respond to the attendance confirmation text message (or phone call) at least 2 business days before the outing, their attendance to the outing will be assumed, and for outings that require a meal pre-order, a meal order will be chosen on the attendees behalf.
- Outing attendees who are a no show on the day of the outing will not receive a refund unless under extenuating circumstances at the discretion of the Health Education & Social Coordinator.

Departure time

- Please be at your chosen Health & Wellness Centre departure location 10 minutes prior to the advertised outing departure time.
- If an outing attendee has not arrived by the advertised departure time, the outing volunteer will attempt to contact the outing attendee via their chosen contact number provided at time of booking. Please note the bus driver will wait a maximum of 10 minutes before departing.

Physical requirements

- Each outing has an associated activity level, with either minimal, moderate or maximum walking required.

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- It is at the discretion of the outing attendee to determine what activity level is suitable to their level of mobility.
- Outing attendees should be independently mobile to get on and off the bus. Those who require extra assistance need to bring an extra support person with them to the outing (the support person must also have a ticket to the outing).
- If an outing attendee needs clarification about an outing's physical requirements, they are encouraged to contact the Health Education & Social Coordinator.

Other details

- The outing bus driver and volunteer are provided with outing attendee contact details and other relevant information e.g. emergency contact information, dietary requirements, and medical conditions.
- Outing attendees are required to check outing inclusions and requirements at time of booking e.g. meal inclusions and physical requirements. Booking an outing means the client agrees with the inclusions of the outing.