

## Why choose us?

VIP Private Tours is a professional transport and a community access service provider accredited by the NSW Government and registered with the National Disability Insurance Scheme.

The management of VIP Private Tours is equipped with the appropriate knowledge, skills and training to fulfill our responsibilities, act in good faith, with due diligence and care and in the best interest of our Guests, the organisation and other relevant stakeholders.

Our luxury vehicle is a registered hire car that meets stringent conditions for public passenger transportation. We have comprehensive policies and procedures to ensure that we provide safe and effective services and have accountable service management and leadership that aim to maximise outcomes for individuals.

We hold current public liability and vehicle insurance policies.

We invite our guests to view our policies and procedures and our terms and conditions from our website or in writing by prior application.

## How to book a service

Speak with your family, carer, advocate or NDIS plan manager about the activities you'd like to plan and do. You may call us directly if you manage your NDIS plan.

Using the NDIS Price Guide, we can provide you with a draft itinerary and a quotation when you have an idea of what you'd like to do and when. You can change your mind and explore other options with us and other service providers before accepting a quotation from us.

We will let you know about your rights and responsibilities regarding service changes and cancellations that you choose or that we may have to make.

We will let you know in advance what we will include as part of your activity and also recommend what you should wear and what you should bring to make your trip safe and comfortable.

## Making a complaint

Please speak with us first if you have a complaint, concern or suggestion. Your family, carer or advocate can speak on your behalf. If you complain, you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy.

You may call the NSW Ombudsman toll free on 1800 451 524 if you are not happy with the way that we handle your complaint.



Web: [www.viptours.net.au](http://www.viptours.net.au)

Email: [hello@viptours.net.au](mailto:hello@viptours.net.au)

Telephone: +61 437 143 477

NSW Driver Authority: GX7306

ABN: 62 075 656 242

NDIS Provider: 4050011369

VIP Private Tours  
Your tour, your way

# Guest Handbook



Information about our NDIS services.

## Hours and days of operation

- VIP Private Tours operates tours, transport and holidays every day of the year except Christmas Day.
- Our office hours are 7:00am to 5:00pm Monday to Friday
- Tours usually operate between the hours of 9:00am and 6:00pm

VIP Private Tours enables people with a disability to engage in social and recreational activities in the community.

Supports are provided in open communities for individuals or small groups at standard or higher intensity care levels.

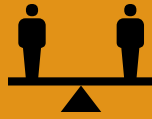
VIP Private Tours can be used to access activities such as day trips, a holiday or attendance at events including family engagements or a sporting fixture.

The intent of this support is to enable individuals with a disability to participate in community activities, particularly when they are at risk of being socially isolated.

For more information visit our website [www.viptours.net.au](http://www.viptours.net.au)



## How we meet the NSW Disability Service Standards



### Rights

We promote individual rights to freedom of expression, self-determination and decision-making and actively prevent abuse, harm, neglect and violence. You have access to your personal information that is confidentially held by us.



### Participation and inclusion

We know that we have a role to play in supporting and promoting the benefits to individuals and the community of citizenship and participation of people with a disability through jobs, learning, sport, recreation and leisure.



### Individual outcomes

We advocate person centred service delivery that enables people with a disability the right to make choices and to build their individual strengths and to reach their individual goals.



### Feedback and complaints

We recognise that complaints play an essential role in the continuous improvement cycle by identifying areas for improvement. We regularly seek and use feedback to inform individual and service reviews and improvement measures.



### Service access

We recognise that people with a disability, their families, carers and advocates require easy access to service information to make informed choices. access. We aim to manage services in fair, equal and responsive way.



### Service management

We have effective governance and management that is responsive to the needs of people with a disability, is able to meet compliance and reporting obligations and has an embed culture of continuous improvement that is underpinned by a quality management system.

## Our Services

We offer day trips, tours, private transport and short holidays for people of all abilities.

You can choose where you go and for how long. You can choose where you'd like to stay, what to eat and how much you'd like to spend.

Here are some examples of our day trips, tours and holidays.

- Salt water river fishing
- Seeing your favourite football team play
- Going to a zoo or aquarium
- Exploring the beaches and bush
- Going to a theme park
- Taking a train and ferry ride
- Visiting family and friends
- Going to a restaurant or movie.

We can also drive you and your luggage safely to a cruise ship or airport to take an interstate or overseas holiday.

### Our Purpose:

To provide your tour, your way.

### Our Mission:

VIP Private Tours will provide meaningful, fun and reliable day trips, holidays and events transport to facilitate the realisation of a person's potential and improve their social connections.

### Our Principles:

- We recognize and value the abilities of all people.
- We are committed to upholding the rights of all people to self determination.
- We believe that all people have the right to make decisions and choices in life.
- We seek equality of access to all parts of society for all people.
- We believe that all people have a right to dignity, privacy and confidentiality.
- We believe that all people have the right to be respected and valued as an individual.
- The community has a right to expect an accountable service.
- VIP Private Tours is committed to tolerance and respect for all people.