



# Frequently asked Questions (FAQs)

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## **Why do I need to complete this Form?**

DWA wants you to have an enjoyable, safe and exhilarating experience when you next travel to the High Country. In more recent times, the expectations and requirements of existing and new members of DWA, especially regarding the nature and degree of support required in an alpine environment, for a wider than traditional range of disability has become increasingly apparent. Completing the new application form provides important and up to date information on an annual basis concerning your specific disability.

DWA also wants you to be able to access the specially priced resort lift tickets and services that are only available to DWA Passport holders.

## **How much detailed information do I need to supply?**

DWA needs you to supply its Assessment Panel with information which fully discloses to DWA all medical and technical aspects associated with your disabilities (which may be physical disabilities and/or intellectual disabilities). Complete truthfulness, candidness and integrity is required in fully completing the attached application form. DWA commits to do everything reasonably possible to help you enjoy your snow sport experience this season, but can only do so if you fully and honestly disclose all of the information required in the attached application form and submit all relevant associated reports.

## **When I supply this information who will read it?**

Initially, the DWA Assessment Panel and, if necessary, DWA selected specialist Consultants, will read through your Application. The Assessment Panel may decide to ask further questions which you will then need to answer and send back to DWA. This will allow the Assessment Panel to make an informed decision as to the type of activity and supervision, if any, which you will need to safely and enjoyably participate in snow sports as a Passport holder of the DWA.

## **How long will it take for DWA to assess my Application?**

DWA will use its best endeavours to process your Application as quickly as possible and will provide you with its final assessment in due course. If all matters are able to be satisfactorily addressed, DWA will then issue you with a current Passport.

## **As a member of DWA, why do I need a new Passport?**

DWA passports are renewed each year.

## **Will I need to provide this information again next season?**

From 2007 onwards, if you have a current passport, you will NOT need to complete a full passport application. However, each individual DWA member will need to provide current information (particularly any changes e.g. in medications) for renewal of membership at the beginning of each season..

## **What will happen with the information and reports that I send to DWA?**

DWA will retain your Application form and all relevant reports within its files which are securely retained at its Merimbula office and which are only accessible to authorised DWA personnel.

## **Who will have access to the information within my Application and associated reports?**

The DWA Assessment Panel and, if necessary, relevant specialist Consultants will assess your information and subsequently make recommendations to the DWA which will then advise you of the outcome of the application. When all matters are satisfactorily addressed, DWA will then issue a current, annual Passport. In addition, because you must produce your DWA Passport from time to time whilst you enjoy your snow sport activities that will involve DWA staff, resort staff and, possibly, medical and paramedical personnel such as ski patrollers, some basic but critically important information, extracted from your Application and any relevant reports, may be included in the Passport. Including this level of information in the Passport is necessary so that, for example, in the case of an emergency or accident, personnel such as ski patrollers and lift managers, ambulance officers and medical practitioners are able to obtain critically important information regarding your disability or other requirements.

## **What will happen if I do not properly complete the Application form and do not submit the necessary reports?**

You will not be authorised to use DWA facilities nor will you be issued with a valid, current DWA Passport for this season. This means that you cannot obtain and take advantage of specially priced resort lift tickets and services. Existing Passports (those issued before March 2008) will not be recognised by DWA, nor by any ski area resort management.

## **Once the Passport is issued, what do I do with it?**

You must ensure that you take the Passport with you to the resort you are visiting on every occasion you wish to take advantage of DWA equipment and personnel. You must show the Passport to all authorised resort personnel when requesting specially priced resort lift tickets or other services, as no benefits can or will be provided unless your current, valid Passport is sighted at the time of your request being made. You must also wear the Passport at all times while on the ski slopes so that in the case of an emergency or accident, personnel such as ski patrollers and lift managers, ambulance officers and medical practitioners are able to obtain critically important information regarding your disability or other requirements. This will help in ensuring the best possible care is taken of you in such a circumstance.