



NDIS Participant Information Pack 2019 – Plain Language Statement

Sunraysia Arts and Learning

Sunraysia Arts and Learning provides music therapy supports, and music and art programs.

Your Rights

You have the right to choose your own music therapy, music or art supports, and to talk with us about what you would like to do.

You have a right to change to a different support or to stop your supports.

We will always do our best to show respect to your identity, culture, values and beliefs when providing your supports.

You have the right to feel safe with our workers and other participants. We will always do our best to provide a safe place with safe people.

Sunraysia Arts and Learning Supports

Sunraysia Arts and Learning provides music therapy supports, and music and art programs.

We have a music therapist, an art therapist and therapy assistants.

More information about payment for your supports can be found in your service agreement.

Support Prices in 2019

Music Therapy Individual Sessions at our studio	\$75 per 30 min
Music Therapy Small Group sessions	\$59.76 per person per hour
Individualised Music Sessions at our studio	\$45 per 30 min
Individualised Music Sessions at home	\$55 per 30 min
Inclusion in Group Music Programs for children	\$220 per 9 week term
Group Art Program	\$220 per 8 week term
Group Drum Program	\$100 per 5 week term
Group Guitar Program	\$180 per 8 week term

Complaints and Feedback

If you have any worries about working with us you have a right to give us feedback or make a complaint.

There are 4 ways to give feedback or make a complaint

1. You can discuss the concern with your Sunraysia Arts and Learning worker.
2. You can contact the Director of Sunraysia Arts and Learning Catherine Threlfall in person, on 0420939229 or by email to enquiries@sunraysiaartsandlearning.com.au
3. You can fill out a Complaints/Feedback form and give it to your Sunraysia Arts and Learning worker, to the Director of Sunraysia Arts and

Learning, or put it in the Complaints/Feedback box in the Merbein studio. You can find the form at the Merbein studio and on our website www.sunraysiaartsandlearning.com.au.

4. You can make your complaint to the NDIS Commission by Phoning: 1800 035 544 (free call from landlines) or TTY 133 677, calling the National Relay Service and ask for 1800 035 544., or completing a complaint contact form on the NDIS Commission website at www.ndiscommission.gov.au/about/complaints.

When you make a complaint we will talk with you and listen to your worries. We will work together to try to solve the problem, and make things better for everyone.

If you need help to make a complaint we will be happy to help you.

Your Information

You have a right to privacy.

We collect information about you when you use our supports.

Some of the things we collect are

- NDIS plans and service agreements
- Information from other providers and your family
- Plan, support logs and case notes about your supports
- Photos, videos, audio recordings, and artworks.
- Forms you have completed.
- Information about incidents, feedback or complaints

We keep your information safe and confidential. If you would like to see any of your information you can ask the Director.

We ask you to fill out a consent form to share your information with other service providers so you get the right supports.

Sometimes when there has been an incident or problem we have to provide information the NDIS Commission, the police, or the Department of Human Services. We will tell you if we have to share your information.

Incident management

If you or someone else is hurt or unsafe we will try to help you. We will talk to you and your family/support team to find out what happened. We will all talk together to help you. We will work together to try to stop you from being hurt or unsafe again.