

Est. 2016



Uability Information Booklet

Unity Studios Contact Information:

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Website	Home page unitystudios.com.au "MEMBERS" page for important updates and information Location - https://unitystudios.com.au/contact-us/locations/ Evacuation Plan - unitystudios.com.au/evacplan Privacy & Confidentiality policy - unitystudios.com.au/privacy-confidentiality/
Facebook Page	https://facebook.com/unitystudiosau/

Online Support for families by ages groups:

Skill Building by age groups:	
0 - 7 years Foundation	https://www.facebook.com/groups/foundationunitystudios/
7 years - 12 years Launch	https://www.facebook.com/groups/launchunitystudios/
12 years - 16 years Ignition	https://www.facebook.com/groups/ignitionunitystudios/
16 years + Pathfinder	https://www.facebook.com/groups/pathfinderunitystudios/
Social groups :	
Uability	https://www.facebook.com/groups/uability/
Unity Art	https://www.facebook.com/groups/unityartunitystudios/
Unity Music	https://www.facebook.com/groups/unitymusicunitystudios/
Unity Creative Writing	https://www.facebook.com/groups/creativewritingunitystudios/

1. Program of Service (POS)

Unity Studios Program of Service (POS) Overview: At Unity Studios, our Program of Service (POS) is a personalised 24-week program designed to align with your goals. We prioritise collaboration, tailoring the POS to your needs and working closely with you or your representative. Our commitment is to provide uninterrupted, high-quality support throughout the POS.

Duration and Breaks:

- Each POS runs for 24 weeks.
- During the Christmas and New Year period, we pause services for four weeks.
- We do not conduct sessions on Public Holidays, and if your session falls on one, we'll provide non-face-to-face support on another day that week.

Initial Consultation & Programming Fee:

- Payable upon signing the Service Agreement (SA).
- Ensures alignment of initial programming with your goals.
- Initial individualised planning and programming set up including Lifestyle Goals in alignment with NDIS goals (if the mentee has a NDIS plan) and session success criteria
- Fee included in the first invoice.

Invoicing billed fortnightly to monthly.

POS Inclusions:

- Essential Support and Session Support components outlined in the Program of Service estimate provided to you
- Midpoint check-in e-report, social activities, and consultations included.
- Annual service report provided before plan end date.

Extra Services:

- Additional support and consultations available, with costs outlined before starting.
- Services include NDIS navigation, review preparation, unscheduled consultations, and collaboration with specialists.

Essential Overview:

- Midpoint check-in e-report provided in week 13.
- Unity Social Week activity selection in weeks 9 and 21.
- Routine end of POS consultation scheduled for weeks 19-21.
- Planned absences discussed during routine consultation.

Cancellation Policy:

- Minimum two-week notice required for discontinuing SA.
- Online or phone options available for cancelled face-to-face sessions.
- Consistent session absences may lead to SA cancellation.

Alterations to POS:

- Updated POS quote provided for programming changes.
- Invoicing approval required for alterations within the outlined category or categories.

NDIS funded mentees: billing categories, suspension or replacement or transitioning of plan type, new plan periods:

- Notify us of any NDIS plan issues affecting payment immediately.
- Notify us immediately of any suspension or replacement of your NDIS plan.
- Sessions cease until payment is made to avoid expenses due to plan-related issues.
- NDIA-managed clients without Innovative Community Participation can request Plan or Self-Management. Contact the NDIS for a "light touch review" and discuss the transition process.
- Advise us immediately and share new NDIS plan dates.
- Complete a new Service Agreement for each plan period.
- Approve POS quote to ensure uninterrupted sessions.

Unity Studios is committed to your individualised POS, Uability programming, and collaborative support. For any questions or clarifications, contact us.

2. Working Together

Unity Studios commitment to deliver person centred support and collaboration.

At Unity Studios, our commitment is to provide you with the best possible experience.

Here's how we support and work with you:

Respectful Treatment - We treat you and your representatives with courtesy and respect at all times.

Ending the SA - We provide information on how to end the Service Agreement (SA) through our Cancellation Policy.

Understanding the SA - We help you understand everything outlined in this booklet, including our SA & POS documents.

Guidance and Support - We support and guide you in fulfilling your responsibilities as outlined in this booklet & SA.

Regular Planning and Review - We regularly plan and review the six-month Program of Service (POS) together with you and/or your representative.

Involvement in Decision Making - You or your representative are in charge of the decisions about how supports are provided, as mentioned in the POS.

Social and Community Participation - We deliver social and community participation programs outlined in the POS (aligned with the goals from your NDIS plan, if NDIS funded).

Support Tailored to Your Needs- Once agreed, we provide support that meets your specific needs based on your collaboratively created Mentee Care plan.

Continuous Monitoring and Updates - We continuously monitor and update your Mentee Care Plan, promptly communicating any concerns with you and/or your representative.

Listening to Your Feedback - We value your feedback and work to resolve any issues quickly.

Rescheduling Support Appointments - If we need to change a scheduled appointment, we endeavour to give you a minimum of 24 hours notice.

Protecting Your Privacy - We are committed to the confidentiality & privacy of your information.

NDIS only: Compliance with Laws - We provide support in line with all relevant laws, including the National Disability Insurance Scheme Act 2013 code of conduct and the Australian Consumer Law.

Transparent Invoicing - Regular fortnightly to monthly invoices are issued, with annual statements available on request.

Service Agreement (SA) and Program of Service (POS): You must complete an SA to attend our studios. We work with you to create a POS aligning with your goals.

Mentee/Mentee's Representative Responsibilities - Let's Work Together!

To ensure our programming aligns with your goals and funding, we kindly ask you to:

- Approve Unity Studios to invoice under the relevant support items.
- Inform us how you wish the support to be delivered.
- Attend regular scheduled sessions and notify Unity Studios if you can't attend.
- Review routine Midpoint Check-in e-reports.
- Attend routine end-of-24 week block review and planning consultations.
- Disclose any issues that may pose risks.
- Notify us of any changes to your support team

NDIS Plan specific:

- Share the current NDIS plan with Unity Studios
- Notify us immediately of any changes to your NDIS plan

Working Together:

Arrive for sessions on time and not ahead of time. Contact us if you are running late. Reach out to us via email, SMS, or phone for any questions or assistance.

We're here to support you every step of the way!

Safety and Respect Standards

At Unity Studios, we prioritise creating a safe and nurturing environment for everyone. To ensure this, we kindly ask you to follow these guidelines -

- Be respectful to our team and fellow mentees during your time at Unity Studios.
- For preschool and primary age Mentees attending online sessions, it's best to do so in a common area where parents can hear and participate.

If you have any feedback or complaints, please contact Cassandra Jensen at cassandra@unitystudios.com.au. We'll address your concerns with utmost care and privacy.

Media Release Consent

At Unity Studios, we believe in fostering creativity, encouragement, and celebrating the success and growth of our Mentees. Through media releases called "Spotlight" and other encouraging content, we capture moments, including photos and videos within the studio space, to build connection and unity among our community. As a member of Unity Studios, your Service Agreement

completion provides consent for the use of photographs, filming, and sound recordings taken during studio sessions, as well as those captured of your work. This media may be used for various purposes, such as spotlight social media posts, in-studio and online showcases, and marketing or promotional materials, including our website, newsletters, and flyers. Your participation in media releases is voluntary, but it plays a vital role in encouraging others and fostering a supportive environment. If you need to be excluded from media release consent for any legal reason, please contact us, and we'll work with you to create a management plan that respects your preferences. We value your creativity and journey, appreciating your contribution to our vibrant community!

Notification of Absences:

We know plans can shift. If you can't make it to your scheduled session, simply text us at 0466 580 175 before 12pm on the session day. Include your name and choose either "Online" or "Set task."

For online sessions, use the Google Classroom invitation sent to your email. Connect through Google Meet - JOIN.

If online isn't possible or you miss the deadline, check your tasks in your '2. Collaboration' folder in your Unity Studios folder.

Make sure you have access to your Unity Studios folder to stay informed and let us know if you need any training.

Implementing our Contingency Plan

Your safety is our top priority, and we have a contingency plan in place for unforeseen circumstances. If we need to activate this plan, we'll notify you via SMS. This may happen during health restrictions or natural disasters.

During these times, sessions may temporarily move online until it's safe to return to the studio.

COVID Smart Plan for Studio Sessions

At Unity Studios, we want to assure you that your safety is our utmost priority, and we have implemented a COVID Smart Plan to help us all stay safe and healthy during these times. Rest assured, we'll do everything we can to make your studio sessions stress-free and enjoyable.

Here's a summary of our COVID Smart Guidelines:

- If you're feeling unwell or displaying any COVID symptoms, we kindly ask you to refrain from attending studio sessions. Your well-being is essential to us.

- If you or someone in your household has or suspects they have COVID-19, please stay home and consider joining an online session as a precautionary measure.
- If you need to miss a scheduled studio session due to illness, follow our 'Notification of Absences' guideline in Section 1.
- For everyone's safety, we'll have sanitizers available for you to use upon entering and exiting the studio.
- Parents, you're welcome to wait in the waiting room while your Mentee goes for their session. Your Mentor will come to the waiting room to bring your Mentee through to their session.
- To minimise sharing, please bring your own equipment (e.g., books, pens, pencils, calculators, art supplies, etc.) and a drink bottle. If you forget something, we can provide you with a pack charged to your account.
- Please feel free to wear masks if you wish.

Updates, questions, and concerns about your programming can be emailed to admin@unitystudios.com.au, and we will make sure to direct them to your Mentor. Likewise, if your Mentor needs to share information with you, we'll send it to you via email, your Google Drive Folder or Classroom.

Please be aware that due to back-to-back sessions, we may not be able to speak with you in between sessions, as we'll be busy cleaning and sanitising. We'll ensure all surfaces are wiped with antibacterial wipes between each session for your safety. When your Mentor is ready, they'll come to the waiting area to collect you for your session.

We understand that these times have been challenging, and we appreciate your cooperation in following our COVID Smart Plan. Together, we can continue to create an environment that is safe, supportive, and conducive to your growth and success at Unity Studios. If you have any questions or concerns, don't hesitate to reach out to us. We're here for you!

Complaints, Disputes, and Feedback - Let's Work Together!

Your feedback is crucial in helping us maintain our high standards, improve and grow.

At Unity Studios, we strive to provide a smooth experience for everyone. If any issues arise between Mentees, Mentors, or Unity Studios, we encourage you to make a complaint by contacting Cassandra Jensen in writing at cassandra@unitystudios.com.au. This ensures we have a record of your concerns and can address them promptly, seriously and discreetly.

Once we receive your complaint, we will acknowledge its receipt via email and promptly start investigating the matter. Our goal is to find a suitable solution to address your concerns in a timely manner.

We Value Your Feedback!

We genuinely appreciate any feedback you have about our services or team. You can share your thoughts with Cassandra Jensen at cassandra@unitystudios.com.au.

We also have program feedback evaluation forms and an Online suggestion box on the 'Members' page of our website to make it easier for you to provide input and help us continuously improve and enhance our services.

Get in Touch!

We believe collaboration is key to tailoring your experience at Unity Studios to your needs and goals.

If you have any questions or need assistance, you can reach out to us anytime,

Ways to get in touch -

- Call or SMS to 0466 580 175
- book a call from our website homepage www.unitystudios.com.au,
- email us at admin@unitystudios.com.au

We are here to provide support and address any concerns you may have.

SMS: 0466 580 175

Email: admin@unitystudios.com.au



www.unitystudios.com.au