



TRANSFORMING LIVES THROUGH MUSIC

MUSIC THERAPY AND COMMUNITY MUSIC SERVICE INFORMATION



Getting started

Welcome to Nordoff-Robbins Music Therapy Australia, we look forward to working with you to achieve your goals.

You can get started in two easy steps:

1. Read through service information
2. Book an initial consultation at our Kingswood or Annangrove clinics OR
3. Return your completed referral form to info@noro.org.au or Locked Bag 1797, Penrith 2747

We welcome you to contact us on 02 4736 0240 to ask any questions or to speak to someone about your needs.

Service Management

The day-to-day running of the Centre is the responsibility of the Head of Clinic Operations who answers to the Chief Executive Officer. Nordoff-Robbins Music Therapy Australia Limited ABN 66 078 602 089 is a not-for-profit organisation governed by the Board of Directors.

Confidentiality

All information concerning the clients at the Centre is kept confidential. Access to this information is available to the client or their authorised representative, the client's therapist(s) and other authorised staff. Subject to a separate agreement from the client or their representative, some client information may be made available to music therapy students involved in the sessions. A full copy of our privacy policy is available at noro.org.au.

Recording of Sessions

Due to the interactive nature of our sessions there is no opportunity for the therapist to make notes during the session and hence we make audio / video recordings of music therapy sessions to enable us to monitor, evaluate and report on client progress.

Observation of Sessions

To protect client confidentiality and privacy we do not allow observation of sessions without prior consent of the therapist(s) and client or authorised representative of the client. If prior consent has been obtained, observation of sessions is conducted in an unobtrusive and respectful manner. Should any concern exist or arise with observation of sessions we encourage discussion with the Therapist, Client Services Manager or Head of Clinic Operations.

Individual Outcomes

We focus on actively engaging clients in musical experiences. No single course of music therapy is the same, because no single individual we work with is the same. People engage in music therapy in a way that's right for them. Sessions can be one-to-one, or in small or large groups and can involve family members, friends or carers.

Reporting

Initial assessment, progress and final reports are completed for our therapy programs. Reports are used to effectively measure outcomes against identified goals. We are happy to make copies of reports available at any time.

Quality Assurance

Music therapy programs are delivered by university qualified therapists who hold professional registration with the Australian Music Therapy Association (AMTA) and are bound by the Code of Professional Conduct and Ethics of the AMTA. We utilise industry appropriate assessment and evaluation tools to regularly track and report client progress.

Feedback and Complaints

We actively seek regular feedback on any aspect of our service, at any time (including completion of services). We pride ourselves on the provision of high quality services, but understand that occasionally things may need adjusting. We will listen to your feedback/complaint and take action as promptly as possible. Please raise any concerns with our Client Services Manager or Head of Clinic Operations. You should also feel welcome and comfortable to discuss feedback and concerns directly with our CEO.

A regular opportunity for anonymous feedback is provided via our client satisfaction surveys and feedback forms which can be accessed from our website.

Exiting services

There is no 'set time' for ending therapy. We work closely with clients, carers and families to ensure that we continually evaluate progress, goals and in order to maximise individual outcomes. If you choose to exit our program, we require two weeks' notice to terminate or change the terms and conditions of our engagement.

At the conclusion of a therapy program it may be recommended that the client transition to supported music lessons or one of our community music programs to provide ongoing support.

First Aid

Each of our clinics has a trained First Aid officer available to assist in the case of illness or injury and first aid kits are provided. All injuries are to be reported and recorded in the Register of Injuries and Treatment maintained by the Client Services Manager.

Smoking

Smoking is not permitted on the grounds of our clinics including the Western Sydney University campus.

Schedule of Fees

Location	Music Therapy Services	Fee
Kingswood	Consultation Meeting	\$125
Glenbrook	Report Generation	\$150
Penrith	Weekly 1:1 session [30 minutes]	\$90
Hills	Weekly 1:1 session [45 minutes]	\$125
North	Weekly 1:1 session [1hr]	\$155
	Group sessions [including family groups] – enquire	

Location	Community Music Programs	Fee
Kingswood	Adult disability program	\$40
Glenbrook	Music Club	\$30
Penrith	Drumming circle	\$30
Hills	Sign Choir [school terms]	\$20
North	Pre-school Music Club	\$10
	Primary Music Club	\$10

Location	Supported music lessons	Fee
Penrith	30 minutes	\$50

Consultation meeting (30mins)

A senior therapist will complete the referral form with you on the day and walk you through everything you need to know, including:

- Detailed information about therapy programs, community music and supported music lessons
- Allocation of a therapist and a weekly timeslot

All other information regarding policies and procedures is covered and a quote can be made available via email.

Payment

Payment may be made by cash, cheque or debit/credit card, payable within 14 days of the invoice date. Sessions are conducted on a weekly basis and regular attendance is expected to maximize the benefits of the therapy.

Please note that fees for Clinics other than Kingswood must be paid via direct deposit or Credit Card over the phone as there are no cash or EFTPOS facilities.

Cancellation Policy

In the event of a cancellation, the following applies:

- Cancellation within service agreement terms without 4 weeks' notice: 50% [half the session cost]
- Cancellations within 24hrs or on the day of sessions 100%
- No show: 100% cancellation fee [full cost of session]

Make up sessions can be arranged depending on therapist and room availability.

As clinics run throughout school holidays your attendance is required as per your service agreement. Please speak to our Client Services Manager if you are planning on taking an extended break so that we can advise your therapist.

We reserve the right to terminate services should you cancel 4 sessions in a row

NDIA allows participants to claim a cancellation fee for a maximum of 2 hours of service within the period of any Service Agreement. After which all cancellation fees will be the responsibility of parents/carers/clients.

No fee is payable by the NDIA or the participant, for cancellation by a provider, with in the Service Agreement.

Locations

KINGSWOOD

Building E, University of Western Sydney
Second Avenue
KINGSWOOD NSW 2747

ANNANGROVE

249 Annangrove Rd
[on the grounds of Regal Gardens]
ANNANGROVE 2156

GLENBROOK

Building K, Old Glenbrook Infant School
10 Ross Street
Enter via Raymond Street
GLENBROOK NSW 2773

NORTH - CROWS NEST

65 Willoughby Road
[in the Church Hall]
CROWS NEST NSW 2065.

PENRITH

Level 1, Henry Lawson Centre
[above the Chemist]
61-79 Henry Street
PENRITH 2750

Contact Us

02 4736 0240

info@nororo.org.au

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