



Business skills for creative people

S T U D E N T H A N D B O O K



COMMUNITY ARTS NETWORK SA INC
234A STURT STREET, ADELAIDE SA 5000
PH (08) 8321 0900 FAX (08) 8231 0977
EMAIL: training@cansa.net.au
SA COUNTRY FREECALL 1800 245 678
National Provider Code 1459

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INTRODUCTION

Community Arts Network of SA Incorporated (CAN SA) is the peak body for community arts and the principal source of community cultural development advice, information, training and support services in South Australia. CAN SA is a non-profit, member-based organisation and aims to support and encourage individuals, groups and communities to express themselves and their culture through artistic activity. CAN SA believes that it is through creative activities that we define a sense of place and belonging and contribute to a developing Australian culture. It is from this perspective and a recognised industry need that the courses offered through CAN SA have been developed.

CAN SA is a Registered Training Organisation (National Provider Code 1459). CAN SA currently has on its Scope Of Registration:

- Course in business skills for creative people (Code 40594SA)
- Graduate Diploma in Community Cultural Development (31922)

All training packages used within CAN SA are approved by the State Training Authority and are registered within our 'Scope of Registration' through the Training and Skills Commission TaSC). CAN SA continually endeavours to comply with the Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations.

BUSINESS SKILLS FOR CREATIVE PEOPLE

Regional Arts Australia has developed a national skills development project, *Business Skills for Creative People*, for people working in regional Australia. Known as 'smART in business', this is a nationally recognised program for people who volunteer and work in the arts and cultural sector in regional Australia. The course was reaccredited in May 2008 and builds upon and replaces the *Creative Volunteering: No Limits* course.

Thousands of volunteers and workers who form the backbone of arts and cultural activity in regional, rural and remote Australia are invited to participate. The training for this continuation and development of the first nationally recognised and coordinated training program for volunteers and workers in the cultural sectors in regional Australia is being delivered by CAN SA, in conjunction with Regional Arts Australia.

COURSE INFORMATION

The course offers ten modules – one core and nine electives. To obtain the qualification people are required to complete 1 Core and 4 Elective modules.

The Core module (one-day workshop) is:

- **Network within Communities (CVNWC01A)**

The Single elective modules (one-day workshops) are:

- **Carry Out Business Planning (CVBSP02A)**
- **Develop Funds and Resources (CVFAS03A)**
- **Undertake Marketing (CVMGP04A)**
- **Work with Collections (CVWWC05A)**
- **Plan and Program Events (CVPPE06A)**
- **Contribute to Effective Organisation Governance (CVGOV07A)**
- **Cultivate Productive Relationships (CVTPF08A)**

The Double elective modules (two-day workshops) are:

- **Train Others (VCVRT09A, TAAENV405B, TAADEL301B)**
- **Manage a Project (CUSADM03A)**

Who can attend?

Although the content is geared towards cultural organisations, volunteers working in all community-based organisations in regional Australia are welcome to enrol.

For example the volunteer may work in organisations such as performing arts centres, art galleries, museums, arts councils, associations organising events or festivals, presenter groups, performing arts companies, arts societies, local historical societies, heritage site committees, historic building committees, National Trust branches, arts networks, health, sport and recreation, libraries, emergency services and the welfare sector.

No prior qualifications are required to attend the workshops.

What will a person gain from attending the workshops?

All modules will be nationally recognised and students will be eligible for a Statement of Attainment that can lead on to other nationally recognised training and qualifications.

The aims of the training are to:

- Improve the skills and capabilities of volunteers and groups
- Build self esteem, confidence and knowledge in participants
- Give regional volunteers an opportunity to share ideas
- Provide networking contacts for local and regional groups
- Enhance the confidence of the regional volunteer network
- Boost the quality of organisational and project management

Students will have the opportunity to work on current issues in their organisation which they may be grappling with. Workshops are hands on, practical and directed towards student needs.

Where will the workshops be held?

Check the Regional Arts Australia website www.regionalarts.com.au for current and future delivery schedules.

Introduction to the course and orientation to the location occurs at the beginning of each workshop.

MODULE OUTLINES

NETWORK WITHIN COMMUNITIES (CVNWC01A)

This module will concentrate on how to establish and maintain successful networks within and across communities. It covers key concepts and practical exercises dealing with the nature of networks, identifying network opportunities and effective networking tools to suit your organisation.

CARRY OUT BUSINESS PLANNING (CVBSP02A)

This module will cover the essential areas of how to contribute to planning and management for regional not-for-profit and cultural organisations. Students will look at where their organisation is now, where they want to be and how to get there. They will draft key elements of a Business Plan.

UNDERTAKE MARKETING (CVMGP04A)

This module will concentrate on developing a marketing plan suitable for not-for-profit and cultural organisations. Activities will include exploring the purpose and uses of a marketing plan, identifying target markets and developing practical actions to help your organisation to position and present itself effectively.

WORK WITH COLLECTIONS (CVWWC05A)

This module will cover the essential areas of working with cultural collections including ways of linking with the community, planning a collections strategy, developing a collections policy, assessing the significance of objects and/or collections, ethical issues, interpretive approaches, target audiences and legal and insurance requirements.

DEVELOP FUNDS AND RESOURCES (CVFAS03A)

This module will focus on developing strategies and preparing proposals for funding, sponsorship and other resourcing options. It will work through developing the basics of a grant or sponsorship application for funding or other resources and get you to identify and target potential sources of support.

PLAN AND PROGRAM EVENTS (CVPPE06A)

This module covers key elements of planning and programming arts and cultural events and will incorporate generating concepts for and designing an event, event planning tools, event budgeting and scheduling, programming activities and identifying risk management strategies.

CONTRIBUTE TO EFFECTIVE ORGANISATION GOVERNANCE (CVGOV07A)

This module covers the skills and knowledge required for individuals to contribute to the effective governance of a regional cultural organisation.

CULTIVATE PRODUCTIVE RELATIONSHIPS (CVTPF08A)

This module covers the skills and knowledge required for individuals to cultivate productive relationships, both internal and external to a regional cultural organisation.

TRAIN OTHERS (VCVRT09A, TAAENV405B, TAADEL301B)

This module enables artists and arts and cultural workers to gain the skills needed to conduct skills development workshops within the community.

MANAGE A PROJECT (CUSADM03A)

This module covers the skills and knowledge required in the area of managing small arts and cultural projects.

ENROLMENT AND FEES

Individuals registering their intent to enrol in any of the Business Skills for Creative People modules will be able to access enrolment forms, a schedule of the fees and the Student Handbook containing a description of the course prior to enrolment via the Regional Arts Australia website. For contact details, refer to back page.

Business Skills for Creative People is an initiative of Regional Arts Australia and from 2004 - 2008 has been funded by the Australian Government through the Regional Arts Fund. The actual value is between \$1,500 - \$3,000 per module delivery. For up-to-date information on fees and costs please contact Regional Arts Australia.

Students will need to confirm their place by completing an Enrolment Form and returning to CAN SA by the specified due date.

While original Statements of Attainment are included in the fee, replacement of lost Statements of Attainment will incur a further fee; information on these costs is also available through the contacts on the back page.

REFUNDS

If a student is unable to attend a workshop, the student must cancel more than two weeks prior to its scheduled date in order to receive a full refund or more than one week prior to its scheduled date to receive a half refund. No refund will be given if cancellation is advised less than one week prior to the scheduled date of the workshop.

If a Workshop is cancelled by the host organisation, a full refund will be sent to the student. Fee refund information is available through Regional Arts Australia. For contact details, refer to back page.

RECOGNITION OF PRIOR LEARNING (SKILLS RECOGNITION)

CAN SA is committed to recognising the skills and experience that students bring to the learning environment. CAN SA seeks to give formal credit for these abilities through the Recognition of Prior Learning (skills recognition) process. These skills may have been gained through work, formal study, credit transfer recognition or through life experience.

On application to achieve RPL, the student will submit evidence to satisfy the competencies for the relevant module. The case studies in each workbook may act as a guide to indicate the type and amount of evidence required, however, the student need only provide evidence that satisfies the competencies. A dialogue will be undertaken with the student prior to undertaking the collection of evidence to ensure the requirements and the opportunity to show a wide variety of evidence are fully understood.

To apply for Recognition of Prior Learning (RPL) or for further information about RPL, speak to the Workshop Trainer or contact the Training and Development Officer at CAN SA on (08) 8231 0900.

The RPL process incurs a fee for the application, enrolment and assessment processes. For information please contact CAN SA. This fee will be less than the full cost of attending the workshop.

A Business Skills for Creative People Trainer will be designated to complete the RPL assessment with the student.

Complaints or appeals relating to RPL requests follow the procedure outlined in CAN SA's Student Complaints and Appeals Policy (refer below).

FLEXIBLE LEARNING

CAN SA is committed to providing a flexible learning and assessment environment which allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, learning interests and needs, and variations in learning opportunities (including online).

Language, literacy and numeracy assistance can be requested through contacting your Regional Arts Officer, the Workshop Trainer or the Training and Development Officer at CAN SA. For contact details refer back page.

Students who need supported learning, for example written resources for hearing impaired students, are encouraged to contact the Training and Development Officer at CAN SA (Ph (08) 8231 0900)

ASSESSMENT

The Business Skills for Creative People course is assessed on a competency base through completing the module activities. These activities are outlined in the module workbook provided to each Student at the commencement of each workshop. Competency-based assessment is done by checking what you have done against the outcomes listed, and not in comparison with what other students do. Your assessment record will be marked with 'Competency Achieved' or 'Competency Not Achieved'.

COPYRIGHT AND PLAGIARISM

Students are required to do only their own work and should never claim, suggest or imply another person's work is their own.

When you do wish to use the words, ideas, concepts, thoughts, pictures or material of another person, the source must be acknowledged and referenced appropriately.

Students are advised to become familiar with copyright legislation for the protection of their own and others' work.

NATIONAL RECOGNITION OF QUALIFICATIONS

CAN SA recognises Australian Qualifications Framework qualifications and Statements of Attainment issued by any other Registered Training Organisation. For more details on CAN SA's National Recognition of Qualifications Policy contact the Training and Development Officer at CAN SA (Ph (08) 8231 0900)

PRIVACY

Privacy Statement

All documentation generated by CAN SA, whether print or electronic, from which personal information is collected as part of the provision of a service will carry the following statement concerning privacy:

"Your privacy: at Community Arts Network Inc. SA we respect an individual's privacy. Any personal information collected about you is for the primary purpose of providing you with high quality service.

'All information collected is treated as confidential and we do not make this information known to other individuals or organisations without your consent. You have the right to gain access to your information at any time. For more information please see CAN SA Privacy Policy. Any privacy related enquiries can be directed to the Training and Development Officer on (08) 8231 0900 or by email to training@cansa.net.au."

Complaints about Privacy

All complaints regarding privacy will be treated seriously, dealt with promptly and in a confidential manner and will not be used to affect the provision of any service either requested or contracted to be supplied to the complainant.

Complaints under this policy relate to the collection of personal information, how it is collected, stored, used or disclosed.

If an individual wishes to make a complaint about privacy, that person is to contact the Training and Development Coordinator, who is the designated person to assist clients. If the complaint involves actions of this person then please contact the CAN SA Director (Ph (08) 8231 0900) who will resolve the complaint using the steps described in the CAN SA Complaints and Appeals Procedure.

Change of details

It is your responsibility to notify the Training and Development Officer at CAN SA (Ph (08) 8231 0900) if at any stage you wish to change your name or contact details, or withdraw from any part of your enrolment

COMPLAINTS AND APPEALS PROCEDURE

CAN SA is committed to implementing effective complaints and appeals procedures that, where possible, are managed quickly and with a minimum number of people involved. With this in mind a complainant may withdraw the complaint at any stage. The resolution process will focus on a rapid re-establishment of good relationships and positive outcomes. The procedures aim to avoid blame and limit unnecessary investigation.

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- protect all parties involved in a complaint
- prevent the possibility of a defamation suit
- involve the minimum number of people.

The process for dealing with an informal complaint is that the student concerned discusses the problem directly with the individual to resolve the matter. If this is not successful the student may make a verbal complaint to the Training and Development Coordinator.

If the complainants are not satisfied with the resolution of an informal complaint, they may lodge a formal (written) complaint directed to the Director of CAN SA. A response will be made in writing, acknowledging receipt of the complaint, within two working days of receiving the complaint. The Director or delegate will manage the complaint resolution process. A confidential file will be maintained until resolution of the complaint. The complaint will be handled in a timely manner. A student may withdraw a formal complaint and have the complaint resolved informally. The complainant may appeal against any decisions or findings made. At all times, parties to the complaint may be accompanied by their advocate at their own expense.

Options for dealing with formal (signed & written) complaints include:

- having the matter mediated by a mediator, provided all parties agree to mediation and participate voluntarily
- having the matter formally investigated
- obtaining legal advice.

Current authorities from which further advice may be obtained or to which a formal complaint may be lodged are:

- **Training Advocate – Ph 1800 006 488**
- **Office for Consumer and Business Affairs – Ph (08) 82049766**
- **Quality Branch - Ph 08 8226 3065**

Complaints or appeals relating to Recognition of Prior Learning follow the same procedure (refer above).

ACCESS AND EQUITY

All staff and associates at CAN SA are committed to achieving best practice in the provision of vocational education and training in South Australia and other states and territories (when required). CAN SA acknowledges that this is dependent on non-discriminatory access to the services we offer and that outcomes by all groups in society will be comparable. The provision of accessible and equitable education and training will enable participants to develop skills and knowledge to enhance life and work opportunities.

The state and federal governments have legislation against discrimination on the grounds of age, gender, religion, sexuality, cultural background or disability. CAN SA, its associates and the students of this course are legally bound by this legislation.

CAN SA is founded on and committed to a culture of inclusiveness, and of recognising people's inherent worth and contribution to the community.

CAN SA is committed to the elimination of all aspects of discrimination, and engenders a culture of acceptance, support and of pro-active assistance to address discrimination and disadvantage.

CAN SA understands that in the practical application of principles of equal opportunity it should not treat all people the same, but rather value and respect individual differences and ensure that those differences do not lead to discrimination.

CAN SA is committed to providing, within its resources, the support and pro-active assistance needed to address discrimination and disadvantage.

CAN SA staff will:

- value and respect individual differences
- in consultation and to its best ability, provide support to students with special needs that will assist them to have their learning needs met
- ensure that course materials, including course content, advertising, lecture presentation and teaching methodologies are non-discriminatory
- select and assess students on merit
- encourage participation by people from non-English speaking backgrounds, Aboriginal and Torres Strait Islander descent, rural and remote areas of Australia and people with a disability.

SEXUAL HARASSMENT

What is Sexual Harassment?

Sexual harassment is a form of discrimination and is the expression of attitudes or behaviour based on false assumptions or social myths of the superiority of one gender over another. Sexual harassment is often a form of abuse of perceived or actual power. Sexual harassment is unwanted behaviour.

Sexual harassment is not confined to a particular gender or sexuality and may include but is not limited to the following behaviours:

- requests for sexual favours, either directly or by implication;
- deliberate physical contact such as kissing, touching or fondling, embracing, patting, pinching and brushing against another person;
- wolf whistles, catcalls, leering and offensive staring and gesturing;
- persistent social invitations or obscene or unsolicited communication by co-workers or students either at work or home;
- persistent questioning about a person's private life;
- suggestive comments about a person's physical appearance or sexuality;
- displays of erotic or sexually graphic material (posters, photographs etc);
- name-calling;
- sexist graffiti;
- demeaning jokes concerning a person's gender; or
- derogatory statements about the interests or capabilities of either men or women.

Sexual assault is a criminal offence and may be the subject of police proceedings.

The Equal Opportunity Act, 1984 (SA) and the Sex Discrimination Act, 1984 (Commonwealth) make sexual harassment unlawful. The law says that a person harasses another person by making an unwelcome sexual advance or request for sexual favours, or by engaging in unwelcome conduct of a sexual nature in circumstances where a reasonable person would anticipate that the person being harassed would be offended, humiliated or intimidated.

Procedure for Sexual Harassment Complaint

CAN SA Student Complaints and Appeals Policy allows clients' complaints and serious concerns relating to sexual harassment to be formally recognised, addressed and resolved. Clients are advised to adhere to the following procedure in order of action:

- 1 Attempt to deal with the matter locally and directly if possible. That is, verbally discuss the matter with the person(s) concerned.
- 2 If (1) is unsatisfactory to the complainant, contact the CAN SA Training and Development Coordinator, who is the designated person to assist clients with any grievance, in writing. If the complaint or appeal involves the actions or behaviours of the CAN SA Training and Development Coordinator, the Director can be contacted instead.
- 3 An intermediary, advocate or representative of the clients' choice (fee incurred by the client) can be arranged at this or any stage through the Training and Development Coordinator or if necessary, the Director.
- 4 In the event that the client is not satisfied with the outcome, they may refer the matter to the Quality Branch, Department of Further Education, Employment, Science and Technology, on (08) 8226 3065 or by mail to GPO Box 1152 Adelaide SA 5001

All meetings about the complaint or appeal will be recorded formally and confidentially.

In the event that the client is not satisfied with the outcome, they may refer the matter to the Quality Branch, Department of Further Education, Employment, Science and Technology, on (08) 8226 3065 or by mail to GPO Box 1152, Adelaide, SA 5001.

ACCEPTABLE BEHAVIOUR

Considerate and courteous behaviour is expected in interactions between students, trainers and staff at all times. All forms of unacceptable behaviour are inconsistent with a safe and supportive learning environment and therefore will not be tolerated. Trainers have the right to impose disciplinary procedures such as ask a student to leave the room, or refuse entry to a room or access to the workshop if behaviour is disruptive or dangerous. For further information about behavioural responsibilities contact the Training and Development Coordinator at CAN SA (Ph (08) 8213 0900).

SERVICES TO STUDENTS

Support services for students can assist in the success of studies undertaken. Services may include, but not be limited to, welfare and guidance services such as Centrelink and child minding services. For local support services, students should contact their regional council offices.

Student administration and support services provided by CAN SA and listed in this Handbook, are informed by the following legislation:

- The Equal Opportunity Act, (1984) (SA)
- The Racial Discrimination Act, 1975 (Federal)
- The Sex Discrimination Act, 1984 (Federal)
- The Disability Discrimination Act, 1992 (Federal)
- Disability Standards for Education 2005 (Federal)
- The Whistle Blowers Protection Act (1993) (SA)
- Freedom of Information Act (1991) (SA)
- Training and Skills Development Act (2008) (SA)

CAN SA Code of Practice

1. INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by a Registered Training Organisation registered in South Australia by the Training and Skills Commission. For the purposes of this Code “trainee” refers to any person participating in education or training delivered by this organisation. A “client” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 CAN SA has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.
- 2.2 CAN SA maintains a learning environment that is conducive to the success of trainees.
- 2.3 CAN SA has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- 2.4 CAN SA monitors and assesses the performance and progress of its trainees.
- 2.5 CAN SA ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.6 CAN SA ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7 CAN SA is committed to access and equity principles and processes in the delivery of its services.

3 ISSUE OF QUALIFICATIONS

CAN SA issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook.

4 RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs

- 4.1 CAN SA recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
- 4.2 CAN SA 's policies and procedures and information to staff and clients ensures that AQF qualifications and Statements of Attainment issued by other RTOs are recognised.

5 MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1 CAN SA markets and advertises its products and services in an ethical manner.
- 5.2 CAN SA gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 5.3 CAN SA accurately represents its training programs and services to prospective trainees and clients.
- 5.4 CAN SA ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

6 FINANCIAL STANDARDS

- 6.1 CAN SA has measures to protect client fees paid in advance and to ensure that trainees and clients either receive the services for which they have paid or receive a refund.

6.2 CAN SA has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.

6.3 CAN SA ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client. Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

7 PROVISION OF INFORMATION

7.1 CAN SA supplies accurate, relevant and up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this Code.

7.2 CAN SA supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8 RECRUITMENT

8.1 CAN SA conducts recruitment of trainees at all times in an ethical and responsible manner.

8.2 Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

8.3 CAN SA ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

9 SUPPORT SERVICES

CAN SA provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

10 COMPLAINTS

10.1 CAN SA ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by CAN SA to resolve trainees'/clients' complaints.

10.2 For this purpose, CAN SA has a complaints handling policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the complaints handling process is made known to trainees at the time of enrolment.

10.3 Where a complaint cannot be resolved internally, CAN SA advises trainees and clients of the appropriate body where they can seek further assistance.

11 RECORD KEEPING

CAN SA keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request. Access to these records is managed in accordance with privacy legislation.

12 QUALITY CONTROL

CAN SA seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

CONTACT AND INFORMATION SOURCES

COMMUNITY ARTS NETWORK SA INC

234a Sturt Street,

Adelaide SA 5000

Ph (08) 8231 0900 or SA Country Freecall 1800 245 678

Fax (08) 8231 0977

Email: cantrain@cansa.net.au

Website: www.cansa.net.au

REGIONAL ARTS AUSTRALIA

2 McLaren Parade

Port Adelaide SA 5015

Ph (08) 8444 0428

Fax (08) 8447 8496

Website: www.regionalarts.com.au