Text

Description automatically generated

Host Organisation Agreement

**Group Program (Brokered**)

**Sing&Grow AUSTRALIA**

Sing&Grow is a national, evidence-based music therapy program providing services for young children and their families. Programs focus on strengthening family relationships, building capacity in parents to support their children’s development in the early years of life, and encouraging the use of music within communities.  Informed by contemporary Australian and international literature, Sing&Grow strives to be a leader in the provision of innovative and accessible parent-child music therapy programs.  Sing&Grow works to promote the strength of family and community as participants experience for themselves the value of connectedness. Sing&Grow AUSTRALIA is a program of Play Matters Australia.

**8 Week Group Program Includes**

* 8 x 45min sessions, weekly for up to 10 families + 15 minutes of rapport building/discussion time
* CDs and Key Parenting Message cards for participating families (up to 10 of each)
* 1 x Sing&Grow in-service meeting for staff as needed (online or in-person)
* 1 x *Let’s Sing&Grow* CD for the Host Organisation
* Use of Sing&Grow kit including instruments, visual supports and equipment/props – Sing&Grow Music Therapist is responsible for disinfecting all instruments after use.
* Resources for use by Host Organisation for promotion as needed (poster, Fact Sheet, CD)
* Password access to Sing&Grow Family Portal on the Sing&Grow website, including online sessions, craft activities and extra resources.

**Please confirm your agreement to the Host Organisation Checklist, Cancellation Policy and the Terms and Conditions outlined below, by completing the relevant tickboxes. Please note that a program may be withdrawn due to failure to comply with the agreed terms and conditions.**

**Host Organisation Check List**

* Book venue
* Check COVID-Safe requirements for the space and abide by this COVID-Safe Policy
* Organise staff member to attend and participate weekly
* Invite families that meet referral criteria (8 to 10 families, or less depending on COVID-safe requirements)
* Fill in referral forms (staff only to fill in)
* Contact families one week prior to remind them of group time and venue
* Organise name tags if required
* Organise refreshments (for before or after Sing&Grow group) – depending on COVID-safe requirements
* On the day, arrange room – setting up marked spaces for families to maintain appropriate physical distancing
* Be at the venue 15 to 30 minutes early to meet and greet families
* Within sessions be ready to support the Music Therapist with regards to the ‘no cameras’ policy, physical distancing requirements and masks (if required for your COVID Safe Policy)
* Clean surfaces/space as per COVID-Safe Requirements

**Cancellation of Sing&Grow Group Programs**

If a service is cancelled by the Host Organisation an alternative service option (i.e. postponement, workshop credit, resource provision) will be negotiated where possible and appropriate.  If an alternative service cannot be negotiated the following applies:

* 80% refund with written notice no less than 21 days prior to group program commencement
* No refund with less than 21 days’ notice
* Postponed programs must be delivered within the financial year, otherwise the difference in line with updated prices will be charged.

If a service is cancelled due to illness of Sing&Grow staff (i.e. a replacement Sing&Grow Music Therapist cannot be found), the following applies:

* The service will be rescheduled at a time convenient for the Host organisation and families **OR**
* A resource pack will be provided to the Host Organisation to the equivalent value of the service that has been cancelled.

**Terms and Conditions for implementing and conducting a program:**

* Programs requiring the Sing&Grow Music Therapist to travel 120kms or more [**is this still correct?](**return trip) will incur further costs, as included on your invoice.
* All Sing&Grow staff and equipment carry appropriate insurance.
* The Host Organisation is required to hold an insurance Certificate of Currency to ensure appropriate coverage for families and may be required to produce such.
* Each family will be invited to complete relevant questionnaires (or participate in a focus group) in accordance with evaluation requirements.
* A staff member from the Host Organisation **must** be present each session to actively participate and assist the Music Therapist.
* The attending worker from the Host Organisation will be asked to complete a feedback survey at the completion of the program.
* The Host Organisation will correspond with the relevant Sing&Grow Manager throughout the duration of the program and voice any concerns regarding the quality of sessions or integrity of the Sing&Grow Music Therapist, allowing Sing&Grow time to rectify any issues.
* All Sing&Grow staff work in accordance with Play Matters Australia’s Quality Assurance Standards and Child Protection policies.  A copy of these can be made available on request.
* In the event that an issue arises relating to these policies, Sing&Grow Managers should be informed and a discussion should take place between Host Organisation Staff and Sing&Grow staff to achieve a resolution.
* Sing&Grow staff will respect and maintain confidentiality of all information pertaining to the Host Organisation and its employees at all times, except where disclosure of such information is required by law.
* Any media, award recognition or funding submission that references or implicates Sing&Grow must be approved by Sing&Grow Management and should be referred through the relevant State Manager.
* Still or video footage may only be taken by the Host Organisation if they have informed written consent from participating families prior to recording. Distribution of any footage should be considered carefully to protect family confidentiality.
* Sing&Grow has a ‘no cameras in sessions’ policy for families.  This is primarily to ensure that parents are actively engaging in music making with their child and not being distracted with cameras, but also to protect and respect the other families in the group. The Sing&Grow Music Therapist will make this clear to families at the start of the program and for any new families.  Support from the Host Organisation with regards to this matter is appreciated.
* Options/ideas for accessing future support (potentially music focused) for families will be discussed between the Sing&Grow Music Therapist and Host Organisation staff towards the end of the program.

**Evaluation of Group Programs**

Ongoing evaluation protocols are built into all programs, with parents invited to complete feedback questionnaires. Host Organisations are also asked to complete post program surveys. By hosting a Sing&Grow program you are committing to supporting the evaluation of the project.

**Family Referrals**  
To enable us to best cater to the needs of participating families please use the link below to make referrals to Sing&Grow. Please do not hesitate to contact myself if you have any questions. We are aware that the families we are working with are your clients and that their information is private and confidential. The information you supply helps your Sing&Grow Music Therapist with their program planning (type of activities and therapeutic goals to focus on, age appropriate music activities, etc) and being sensitive to the needs of the families. The information comes directly to myself and is shared only with the therapist facilitating your program. If you would prefer to verbally communicate information directly to the therapist, then we can arrange a phone call prior to the program starting.

[Click here for the S&G Family Referral Form](https://forms.office.com/Pages/ResponsePage.aspx?id=cI90fZYiVUGbJTzmgZokMt5l2nIwsMtMqw_yyjNhfahUNjdFQ1FSTFlHM01RVFAwMDhFSUtEMjA2QS4u) **[this will need to be State-specific each time, and we need to make it a requirement that they nominate which State they are in]**

Sing&Grow Community ID Number:

**Host Organisation Resources**   
We can provide you with some resources to assist in promoting and preparing for your program.  These are free of charge.  Please use the link below and the resources will be posted to you within the next 2 weeks.  Please note, you will no longer receive any S&G resources (Fact Sheet, posters, CD) unless you fill in this attached form.

[Click here for the S&G Resources Order Form](https://forms.office.com/Pages/ResponsePage.aspx?id=cI90fZYiVUGbJTzmgZokMllGwuG4s9FIt790svqF1JtUMUJBTDcyNEhKN1NGNTY5TjBSSTlMUzI1Mi4u)

**Sing&Grow Invitation Template**  
The link to the template below may be useful in inviting families to your Sing&Grow program.  You don’t need to be a dropbox account holder to access this document.  Just click on ‘download’.  Remember to fill in the program details before printing. ***If you would like to alter this template or use the Sing&Grow logo in any other way please send a draft to your Sing&Grow State Manager for approval before distribution.***

[Click here for the S&G Family Invitation Template](https://www.dropbox.com/s/tyzcq3ug6o1b5n1/2022%20S%26G%20Invitation%20Template.docx?dl=0)

**Sing&Grow Family Portal**  
All families will have free access to the [Sing&Grow Family Portal](https://www.singandgrow.org/family-portal/) for the duration of the Term.  Please encourage families to use these amazing resources, online sessions and extra ideas.  The password for 2023 is Song2023.

We look forward to making music with your families next term.

Kind regards, The Sing&Grow Team