



'THE JAM, THE MIX, THE GIG' Inc.

'Music & Mental Health Program'

JMG DUTY OF CARE POLICY @ 31/7/15

The Board of The Jam, The Mix, The Gig Inc. (The JMG) wants to make every effort within its resources and abilities to provide a safe and supportive space and way of working for its music workshop sessions and performances.

The Board sees this as being achieved under the heading of 'Duty of Care Policy' that is made up of a collection of documents under the headings:

1. Duty of Care in the context of the aims and resources of The JMG Inc.
2. Physical and personal Safety at JMG sessions and performances
3. Conduct at JMG sessions
4. Participant Complaint Procedure
5. Information about The JMG – 'The JMG in a Nutshell'

The Intention of the Policy and its documents

The JMG Board does not see the Policy and its documents as detailed and legally binding or covering all situations.

Rather the intention is to show that The JMG Board is concerned on an ongoing basis with the Safety of its participants and the general public who may be at JMG events.

In response to this, The JMG has developed a series of documents that put this concern into practice, and if followed should provide a 'Duty of Care'.

Who can have a copy of the Policy and how do people know about it

This 'Duty of Care Policy' will be available to JMG participants on request, and a copy will be at all sessions with the Music & Project Director.

The existence and overall content of the Policy will be made known to all JMG participants, their support workers and agencies.

This is also a public document and so will be provided to any member of the general public on request.

Where relevant or requested, individual documents that make up the Policy can be given out.

Who can update and/or change the Policy

The Policy can be updated by The JMG Board when needed and additional documents added if this becomes relevant. Feedback from JMG participants will be important to the ongoing development and changes, if needed, of the Policy.



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Duty of Care in the context of the aims and resources of The JMG Inc.

In determining the components that make up the Duty of Care Policy for the JMG, the Board has felt it important to take into account the aims and resources of The JMG.

Aims of The JMG – as set out in The JMG Constitution:

The JMG is a music and mental health program for participants who are survivors of mental illness.

The JMG offers an annual program of music workshop sessions and performances. People can participate in a range of ways from music exploration sessions (The Jam) to music skills development (The Mix) and music performances (The Gig)

The JMG aims to work in partnership with other groups such as government and non-government agencies, community groups, parents and carers who are also working to provide opportunities for people who are survivors of mental illness.

The JMG provides a positive and supportive environment which assists both music skills and personal development as a contribution to the recovery process for survivors of mental illness.

The most important point to take from this is that The JMG is primarily an Arts Project and not a mental health service, day activity, or drop in centre recreation program.

However The JMG is specifically for those with mental health issues, and The JMG does see itself as part of Arts and Health in promoting well-being and playing a role in the mental health recovery process. It is a priority of The JMG that it is inclusive, as far as is possible within its resources, of a range of musical skills and personal well-being.

Resources of The JMG

So in terms of Duty of Care and in response to this, the person who guides and runs The JMG on a day to day basis is a Music & Program Director who is not a trained mental health worker, but is trained and skilled in music and community arts, as well as running workshops in the area of music and mental health.

The JMG does not have a dedicated and trained mental health worker present at all JMG workshops and events, as it is up to individual participants and their support workers and agencies to provide this where needed.

The JMG is an independent, community based incorporated body. It is not a non-government organisation (NGO) with a Manager, staff and office resources. Apart from the Music & Program Director who is currently contracted for 2 days per week (full time equivalent) , all other people contribute on a voluntary basis and through peer support.

The JMG is a small Arts Organisation with annual current funding of \$36,000 (2014 calendar year) for its core program of music workshops and performances. This funding is provided by the SA Government through Arts SA (\$25,500) and SA Health (Mental Health Operations) \$10,500.



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PHYSICAL AND PERSONAL SAFETY AT JMG SESSIONS AND PERFORMANCES

As part of the 'Duty of Care Policy' of The Jam, The Mix, The Gig Inc. (The JMG) the following things are to be in place at JMG workshop sessions and performances as a way of ensuring Physical and Personal Safety for participants and the general public.

1. All JMG owned equipment is properly maintained and used in the way for which it was designed.
2. The JMG maintains an adequate Public Liability Insurance Policy to cover any injuries or damage that may result from the use of JMG owned equipment
3. Only drinks in bottles or sealed containers can be taken into the music rehearsal or performance area to avoid spillage that may cause electrical or trip hazards in these areas
4. All electrical equipment and power cables come from or are linked to via power extension cables and/or plugboards to The JMG master power board. This master power board has a in-built RCD device to prevent electrocution if any equipment or cables fail or are damaged.
5. Power and extension power cables are set out in a way that avoids creating trip hazards
6. A basic First Aid kit is always at JMG sessions and performances
7. If at all possible, a JMG representative who has a current Apply First Aid (Senior First Aid) be present – such as the Music & Program Director
8. Contractors engaged on a professionally paid basis by The JMG and Volunteers to have a current National Police Clearance Certificate (current meaning within 2 years)
9. Venues used by The JMG to be in sound and properly maintained condition and to have their own Public Liability Insurance Cover
10. Equipment provided to The JMG by contractors to be covered by the contractor's Public Liability Insurance
11. The 'Conduct at JMG Sessions' document to be displayed in a prominent place such as on or near the entrance door to JMG session venues. This is to be of A3 size. From time to time, this document is to be brought to the attention of JMG session participants.
12. Microphones are wiped with an antiseptic cloth before the start of each workshop session and if required, during the session to minimise passing on of germs and infections due to different people using the same microphones



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PARTICIPANT CODE OF CONDUCT AT WORKSHOP SESSIONS

The Jam, The Mix, The Gig (The JMG) is a music and mental health program that aims to provide a positive and safe place for people to make music together.

To help make sure that this occurs, you are asked to follow these rules of conduct at our workshop sessions:

1. **Our workshop venues are Smoke Free** so please only smoke outside and use the provided butt bins.
2. **Alcohol is not to be brought to or consumed** at the sessions and please don't come along under the influence of alcohol.
3. **Illegal drugs are not to be brought to or consumed** at the sessions and please don't come along under their influence.
4. **Selling or exchange of illegal drugs is very much banned** and any evidence of this will leave us with no choice but to call in the Police.
5. **Uninvited or not mutually agreed physical contact is not allowed** - whether this be light or brief touching to full hugging. Don't assume that it is fine to do this, as it may be misunderstood and cause significant distress. This is a matter The JMG Board takes very seriously so please respect everyone's physical privacy and personal space.
6. **Please look after your mental health** and if you feel you are becoming unwell during a session do ask for support from mental health workers at the session (if they are present) or from the Music & Program Director running the session.

If you don't follow these rules of conduct then you will be asked to leave the session and if this continues to be an issue we may need to ask you to stop coming.

However this is the last thing we want to do as The JMG is trying to help people in their mental health recovery by including rather than excluding people.



'THE JAM, THE MIX, THE GIG' Inc.

'Music & Mental Health Program' JMG PARTICIPANTS COMPLAINT PROCEDURE @ 31/7/15

The Jam, The Mix, The Gig Inc. (The JMG) Board takes very seriously the need to have a complaints procedure for participants. In establishing the following procedure, the Board wanted to have a procedure that is:

- clear and easy to follow
- supportive and constructive for the participant making the complaint
- aimed at arriving at solutions that are relevant to the specific complaint, that can be acted on quickly if possible
- respectful of all people involved in the complaint, especially where it is about another JMG participant, Board member or contracted person such as the Music & Program Director

The 3 steps of the complaint procedure are not binding steps that have to be followed by the participant, but rather a suggested way of making complaints that will have the best chance of achieving a positive outcome.

Step 1 – Participant to make their complaint/concern known to the Music & Program Director at a JMG session/event or raising the complaint/concern by ringing the work phone and/or sending an email to the work email of the Music & Program Director. The participant could also raise their complaint/concerns with a JMG Board member who would then report this to the Music & Program Director.

Most likely outcome would be a conversation between the Participant and the Music & Program Director, where the complaint/concern is described, talked about and a solution or way of resolving the matter agreed upon.

Step 2 – If the participant is unhappy with the outcome of Step 1, or if the complaint/concern is about the Music & Program Director, the participant will be given a phone contact number for The JMG Chairperson so that they can raise the matter directly with the Chairperson.

Outcomes of this would include a conversation between the Participant and the Chairperson, where the complaint/concern is described, talked about and a solution or way of resolving the matter agreed upon. This could include bringing the complaint/concern to the next meeting of the JMG Board – or with a very serious matter, bringing the matter to a special meeting of The JMG Board.

Step 3 – If the Participant is unhappy with the outcome of Step 2, they will be provided with information about and contact details for the Disability Advocacy and Complaints Service of SA (DACSA) so that they can raise their complaint/concern with an independent body.

Outcomes could include mediation provided by DACSA between the participant and The JMG Board, with the JMG Board being willing to accept proposed solutions that are within its reasonable ability and resources to put in place.

Other methods – A suggestion box will be at all JMG workshop sessions (The Mix & The Jam), where people can put written suggestions and complaints – and without their name on the paper if they choose to do this. These papers would only be read by the Music & Program Director and/or JMG Chairperson with a response agreed on between them.



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'The JMG in a nutshell' – What it is, what it does, who runs it

Introduction – how The JMG began and why it began

- The Jam, The Mix, The Gig (The JMG) name and core ideas were created by Adelaide Composer/Musical Director in April 2002. He developed and set up the project with Cass Cassebohm (band leader of the Fine Lines Band, an integrated mental health band) and Lynn Newton, (mental health worker activities officer in Port Adelaide).
- It was started due to demand and enquires from mental health staff and clients following the development and success of the Fine Lines Band from 1993 until it became an independent group in 2000. Robert Petchell was the Music Director/workshop tutor for the Fine Lines Band throughout this time.
- Rather than being for a closed band of 7 members such as with The Fine Lines Band The JMG aim is to provide ways to participate to as many people as possible

What is The Jam, The Mix, The Gig

- what it does

In coming to terms with the effects of mental illness, people have used a range of approaches – and one of these is involvement in creative arts projects, that encourages self expression, social interaction through being part of a group activity and a sense of achievement through personal skills development and working as part of a team.

The Jam, The Mix, The Gig (The JMG) is a community based music and mental health program that offers options to participants to:

- **Just enjoy playing music with others, whatever your ability (The Jam)**
- **Develop your skills and/or songwriting further (The Mix)**
- **Perform to the public as part of the The JMG Band (The Gig)**

'**THE JAM**' is a music jam session where you can share your music skills with others, try out some ideas, write some songs, or just 'have a go' and enjoy being part of having a good time with music. Held on 1st & 3rd Wed. the month.

'**THE MIX**' is a music skills development session and a chance to present your songs, poetry etc to the group, and to get help in developing your confidence and skills. Held on 2nd & 4th Wednesday of each month.

'**THE GIG**' is a performance event to a general public audience, that will give you the opportunity to perform your work to the best of your abilities, and to receive recognition for this. Various performances throughout the year.

Who funds The JMG

The JMG is currently co-funded by the Northern Community Health Foundation and SA Mental Health Service. This funding enables The JMG to run a 12 month program of music workshop sessions (The Jam & The Mix) and performances (The Gig).

The JMG also applies to other funding areas for special projects such as concerts with guest artists, recording & releasing CD's of original songs, collaborations with other organisations for workshops and performances.

Who runs The JMG

- **The JMG Board**

The JMG is run by a Board of 9 members made up of: 3 JMG participants, 2 representatives of supportive agencies, 2 parent/carers, 1 member of Fine Lines Band, 1 community member/volunteer

- **How often does the Board meet**

The Board meets a minimum of 4 times a year in July, October, January, April. The Annual General meeting is held in September each year, where all JMG members can attend and vote.

- **Who are members of The JMG and how do you become a member**

Participants become JMG members by participating in 5 workshops and/or performances between each each Annual General Meeting.

- **The role of the Music & Program Director**

The Music & Program Director runs and develops The JMG Program within the overall goals and budget agreed to by The JMG Board.

- **The role of support musicians**

Support musicians provide skills and equipment to The Jam and The Mix sessions.

- With The Jam session this is provided by experienced JMG Band members
- With The Mix this is provided through The Fine Lines Band – currently by David France (bass guitar), Alan Reeves (drums)

What is the difference between The Jam and The Mix

The Jam session is:

- Open to anyone who is a survivor of mental illness to attend whatever your musical skills or experience.
- Everyone who starts attending The JMG starts by going to The Jam sessions. An average of 25 people attend The Jam sessions.

The Mix session is:

- By invitation of The Music & Program Director with a maximum of 15 active members spaces available in The Mix.
- Who can add skills and experience to the current members of The Mix
- For people who have shown a commitment to The JMG Program by regularly attend The Jam sessions.
- Have musical skills that could be developed by more intensive work in The Mix session
- Want to develop their original songs and performance skills
- Want to perform as part of The JMG Band
- **how does someone become part of The Mix**

This is by invitation from The Music & Program Director based on all the above and on whether he/she feels this will meet the needs of a participant as well as whether the participant can work with the other members currently in The Mix.

What is The JMG Band

Usually a 'band' means a set number of members who always perform. With The JMG Band the members change depending on the needs of each performance, who is available.

- **who is in the band and where to they come from**

The members for each performance come from the 15 members who make up The Mix. Also sometimes those who attend The Jam more regularly are invited to perform as well.

- **how do people become part of the band**

The decision is made by the Music & Program Director based on what is the best combination for each performance as well as trying to give everyone in The Mix opportunities as much as possible.

Who is paid in The JMG Projects

- **The Music & Program Director**

The Music & Program Director is currently the only person paid a professional fee for their services. This person is engaged on a contract basis depending on available funding.

- **Fine Lines Band Support Musicians & equipment**

An honorarium fee is paid to the Fine Lines Band when their services are needed to provide music support and equipment to The Mix sessions, and where needed, The Gig performances.

- **Guest Artists**

Guest artists are paid an agreed professional fee for workshops and performances.

- **Participants**

Participants are not paid as the program is for their benefit and development and it is a free project paid for by government funding.

Experienced participants who do provide support and/or music equipment to The Jam session are sometimes given a small honorarium to cover their travel cost.

JMG Band members have refreshment costs paid for at performances, and where possible a contribution to cover their travel costs.