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Alive Church

Toy Appeal Programme

Referral Agency Agreement

~~ Christmas 2025 ~~

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Thank you for partnering with Alive Church to support families in need this Christmas. This document outlines the requirements and process for referring families to our Toy Appeal Programme. By participating as a referral agency, you agree to follow these guidelines to ensure our resources reach those who truly need them.

***** Purpose of the Toy Appeal Programme *****

Our Toy Appeal Programme exists to provide Christmas toys to children and families who genuinely need support. This programme is not intended to replace existing provisions from other organisations or to help agencies save on their budgets. It is designed to serve families where no other support is available and where there is a real, verified need.

***** Referral Requirements *****

As a referral partner, you agree to the following requirements:

- **Only Refer Where No Other Provisions Exist:** Families should only be referred when other support systems are not available. Our programme cannot be used as a replacement for other organisations' responsibilities or to reduce their budgets.



- **Verify No Duplicate Referrals:** You must ensure thorough checks are completed to confirm that the same child has not already been referred by another agency working with the family. Duplicate referrals prevent us from helping more families in need.
- **Provide Complete Special Requirements Information:** You are responsible for informing us of any circumstances that may affect the toys a child receives. This includes allergies, disabilities, sensory needs, religious considerations, or any other relevant information. This information must be entered in the **special requirements field** when making the referral.
- **Only Refer Families with Genuine Need:** Referrers must assess and confirm that there is a genuine need for support before making a referral. Our resources are limited and must be directed to families who truly need them.
- **Refer All Children in the Family:** When referring a family, you must include **all children** in the household, not just the children you are directly working with. This ensures no child in a family is left out at Christmas.

*** Collection Responsibilities ***

You MUST be responsible for collecting toy parcels once they are ready. If you are unavailable, you must:

- Provide alternative contact information for someone from your team
- Arrange for someone else in your organisation to collect on your behalf

Parcels must be collected on time by the collection deadline of 12th December. We cannot deliver parcels. Collection arrangements are essential to ensure toys reach families on time.

*** How the Process Works ***

Understanding the distribution process is essential to preserving dignity and supporting families appropriately:

- **Toys are Provided in Black Plastic Bags:** When you collect the parcels, toys will be packaged in black plastic bags. These are not gift-wrapped.
- **Families Wrap the Toys Themselves:** The unwrapped toys in bags are to be given to the families to wrap themselves. This is an important part of our approach.
- **Parents Give the Gifts:** We require that all toys are given to children **by their parents**, not by your agency. This allows parents to feel like they have been able to provide for their family this Christmas, preserving their dignity and strengthening family bonds.

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- **Your Role is Facilitation:** Your agency acts as a facilitator, not the gift-giver. You help connect families with resources while allowing parents to maintain their important role in their children's lives.

***** Agreement *****

By making referrals to the Alive Church Toy Appeal Programme, you acknowledge that you have read, understood, and agree to follow all the requirements and processes outlined in this document. You understand that adherence to these guidelines is essential to ensure our programme serves those who truly need support and maintains the dignity of the families we serve together.

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Thank you for your partnership in serving families this Christmas! Together, we're helping to make this holiday season special for children and families in need. If you have any questions about these requirements or the referral process, please contact Alive Church.

Wishing you a joyful Christmas season!