

**WORK PLAN ‘MY JOURNEY’ PROGRAM
MASTER**

Purpose: *To invite residents of Corumbene with the opportunity to capture their life story and for their voice to be heard within the Community*

- Directions:**
1. To build and maintain external partnerships with the community ie. Derwent Valley Council, Derwent Valley Historical Society, St Bridget’s Primary School (principal, coordinator of the Grade 6 Chronicle Group)
 2. Recruitment for skilled volunteers.
 3. Present to the Continuous Improvement and Management team.
 4. To develop processes.
 5. Create expression of interest with residents.
 6. To commence the program.
 7. Invite feedback from residents, volunteers, students and stakeholders on the ‘My Journey’ program.
 8. Complete individual stories through pictorial, voice/video recording and written medias.

Goal: *To capture resident’s stories and linking their contributions on how the fabric of society developed within the Derwent Valley and broader community*

Results/Accomplishments:

Action Steps <i>What Will Be Done?</i>	Responsibilities <i>Who Will Do It?</i>	Timeline <i>By When? (Day/Month)</i>	Resources	Potential Barriers <i>What individuals or organizations might resist? How?</i>	Communications Plan <i>Who is involved? What methods? Frequency?</i>
To build and maintain external partnerships with the community, ie	Barbara Davis	Three monthly increments	Telephone, email Knowledge of community landscape	Not following the Communication Strategy Not being informed / self-	Involved - Representatives of key stakeholders

Derwent Valley Council, Derwent Valley Historical Society, St Bridget's Primary School				informed. Lack of information	<p><i>Methods</i></p> <ul style="list-style-type: none"> - telephone - letters / emails - face to face meetings <p><i>Frequency</i></p> <ul style="list-style-type: none"> - Weekly and reviewed monthly
Recruitment for skilled volunteers	Barbara Davis	Three monthly then closed recruitment	Local Radio Station, Newsletter, Website Financial support budget for volunteer's reimbursement	Unavailability of volunteers	Refer to Com plan Prior to event and post event
Present to the Continuous Improvement and Management team	Barbara Davis	Ongoing	Time management Availability of management		<p><i>Involved</i></p> <ul style="list-style-type: none"> - Continuous Improvement and Management team <p><i>Methods</i></p> <ul style="list-style-type: none"> - Face to face meetings
To develop processes	Barbara Davis	Ongoing			
Create expression of interest with	Barbara Davis	Ongoing			<p><i>Involved</i></p> <ul style="list-style-type: none"> - Barbara Davis

residents and representatives						- Residents
To commence the program	Barbara Davis				Corumbene - disruption of organisation routine - sickness of Resident - passing of Resident	
Invite feedback from residents, volunteers, students and stakeholders on the 'My Journey' program	Barbara Davis	Residents completed/ ongoing			<i>Involved</i> - Residents - Volunteers - Students - Stakeholders <i>Methods</i> - Sliding scale - Feedback Sheet	
Complete individual stories through pictorial, voice/video recording and written medias	Barbara Davis Volunteers	Ongoing	Volunteers availability			
Work with the craft volunteer to assist in the design of the residents scrape books	Barbara Davis Volunteers	Ongoing	Craft materials Volunteers availability			
Post interview discussion	Executive Management Staff Corumbene				Not meeting the time frames	Refer to communication strategy and work plans

	Residents, residents families, staff and volunteers External stakeholders				
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Evidence of Success *(How will you know that you are making progress? What are your benchmarks?)*

- Participation rate of residents and community clients.
- Waiting list for residents, volunteers and students.
- Feedback from residents, volunteers, students and stakeholders – Principal of St Bridget's School, Derwent Valley Council, Derwent Valley Historical Society
- Completion of individual resident's story.
- Completion of other medium – oral recording, DVD / slideshow, scrapbooking, oral recording.

Evaluation Process *(How will you determine that your goal has been reached? What are your measures?)*

- Response from Resident and student feedback using a scaling method.
- Feedback from family
- Feedback from stakeholders
- Completion rate of the 'My Journey' program.
- Volunteer satisfaction survey.

WORK PLAN 'MY JOURNEY' PROGRAM
VOLUNTEER A

Purpose: *To allow the residents of Corumbene to have their voices heard within the Community*

Directions:

1. Meet with participating residents and volunteers.
2. Interview residents and volunteers and type up their stories.
3. Scan photos and documents.
4. Resource information from Wayne Shoobridge, Historian Derwent Valley Council.
5. Resource information from Tony Nicholson, Derwent Valley Historical Society.
6. Communicate with members of the broader community as needed.
7. Online research.
8. Completing documentation related to the 'My Journey' program e.g. Work Plans.

Goal: *To capture the resident's stories and record them for the history of the Community and Corumbene*

Results/Accomplishments:

Action Steps <i>What Will Be Done?</i>	Responsibilities <i>Who Will Do It?</i>	Timeline <i>By When? (Day/Month)</i>	Resources	Potential Barriers <i>What individuals or organizations might resist? How?</i>	Communications <i>Plan</i> <i>Who is involved? What methods? How often?</i>
Meet with participating residents and volunteers	Barbara Davis Volunteer A	Weekly		Corumbene - disruption of organisation routine - sickness of Resident - passing of Resident - sickness of Volunteer - unavailability of Volunteer	Involved - Barbara Davis - Volunteer A,B, C Principle Methods - telephone - letters / emails face to face

Interview residents and volunteers and type up their stories	Volunteer A	Weekly	Voice recorder Camera Stationery	Corumbene - disruption of organisation routine - sickness of Resident - passing of Resident - sickness of Volunteer - unavailability of Volunteer	meetings
Scan photos and documents	Volunteer A	Weekly	Computer / Printer Scanner USB sticks Stationery		
Resource information from Historian	Volunteer A	As needed		Unavailability community member and Historian	Follow up contact
Resource information from Historian New Norfolk Historical Society	Volunteer A	As needed		Unavailability of community member and Historian	Follow up contact
Communicate with members of the broader community as needed	Volunteer A & B			Lack of communication Time restrains	Rescheduling of meeting to meet the need of stakeholders
Online research	Volunteer A	As needed			
Completing	Barbara Davis				

documentation related to the 'My Journey' program e.g. Work Plans	Volunteer A				
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Evidence of Success (How will you know that you are making progress? What are your benchmarks?)

- Participation rate of residents and community clients.
- Waiting list for residents, volunteers and students.
- Feedback from residents, volunteers, students and stakeholders – Principal of St Bridget's School, New Norfolk Council, Historian community member , Historical Society
- Completion of individual resident's story.
- Completion of other medium – oral recording, DVD / slideshow, scrapbooking, oral recording.

Evaluation Process (How will you determine that your goal has been reached? What are your measures?)

- Response from Resident and student feedback using a scaling method.
- Completion rate of the 'My Journey' program.
- Student participation within the community.
- Volunteer satisfaction survey.

WORK PLAN 'MY JOURNEY' PROGRAM
VOLUNTEER B

Purpose: *To allow the residents of Corumbene to have their voices heard within the Community*

Directions:

1. Meet with participating residents (if needed).
2. Interview residents (if needed) and type up their stories.
3. Scan photos and documents.
4. Resourcing information from Wayne Shoobridge, Historian.
5. Resourcing information from Tony Nicholson, Derwent Valley Historical Society.
6. Communication with members of the broader community as needed.
7. Online research.
8. Completing documentation related to the 'My Journey' program.

Goal: *To capture the resident's stories and record them for the history of the Community and Corumbene*

Results/Accomplishments:

Action Steps <i>What Will Be Done?</i>	Responsibilities <i>Who Will Do It?</i>	Timeline <i>By When? (Day/Month)</i>	Resources	Potential Barriers <i>What individuals or organizations might resist? How?</i>	Communications Plan <i>Who is involved? What methods? Frequency?</i>
Meet with participating residents (if needed)	Volunteer B	As needed		Corumbene - disruption of organisation routine - sickness of Resident - passing of Resident - sickness of Volunteer - unavailability of	Involved - Volunteer B Residents Methods - Verbally

Interview residents (if needed) and type up their stories	Volunteer B	As needed	Voice recorder Camera Stationery	<p>Volunteer</p> <p>Corumbene - disruption of organisation routine - sickness of Resident - passing of Resident - sickness of Volunteer - unavailability of Volunteer</p>	<p>Frequency - as needed</p> <p>Involved - Volunteer B - Residents</p> <p>Methods - Verbally</p> <p>Frequency as needed</p>
Scan photos and documents	- Volunteer B	As needed	Computer / Printer / Scanner USB sticks Stationery		<p>Involved - Volunteer B Frequency - as needed</p>
Resourcing information from Community member, Historian	- Volunteer B	As needed			<p>Involved - Volunteer B - Community member - Historian</p> <p>Methods - Meetings - Telephone - Emails</p> <p>Frequency - as needed</p>
Resourcing	- Volunteer B	As needed			<p>Involved</p>

information from New Norfolk Historical Society					<ul style="list-style-type: none"> - Volunteer B - Historian - Historical Society - Community members <p><i>Methods</i></p> <ul style="list-style-type: none"> - Meetings - Telephone - Emails <p><i>Frequency</i> as needed</p>
Communication with members of the broader community	- Barbara Davis - Volunteer B	As needed			
Online research	- Volunteer B - Volunteer A	As needed			
Completing documentation related to the 'My Journey' program	Barbara Davis - Volunteer B	As needed			

Evidence of Success (*How will you know that you are making progress? What are your benchmarks?*)

- Participation rate of residents and community clients.
- Waiting list for residents, volunteers and students.
- Feedback from residents, volunteers, students and stakeholders – Principal of St Bridget's School, Denwent Valley Council, Historical Society, Historian , community members
- Completion of individual resident's story.
- Completion of other medium – oral recording, DVD / slideshow, scrapbooking, oral recording.

Evaluation Process (*How will you determine that your goal has been reached? What are your measures?*)

- Response from Resident and student feedback using a scaling method.
- Completion rate of the 'My Journey' program.
- Student participation within the community.
- Volunteer satisfaction survey.

WORK PLAN 'MY JOURNEY' PROGRAM


Purpose: *To allow the residents of Corumbene Aged Care Facility to have their voices heard within the Community*

- Directions:**
1. Meet with participating residents.
 2. Interview residents and type up their stories.
 3. Scan photos and documents.
 4. Follow up with resident to ensure accuracy.

Goal: *To capture the resident's stories and record them for the history of the Community and Corumbene Aged Care Facility*

Results/Accomplishments:

Action Steps <i>What Will Be Done?</i>	Responsibilities <i>Who Will Do it?</i>	Timeline <i>By When?</i> <i>(Day/Month)</i>	Resources	Potential Barriers <i>What individuals or organizations might resist? How?</i>	Communications Plan <i>Who is involved? What methods? How often?</i>
Meet with participating residents	Meet Residents	Weekly		Corumbene - disruption of organisation routine - sickness of Resident - passing of Resident - sickness of Volunteer - unavailability of Volunteer	Staff – Barbara Davis Volunteers A,B,C Meetings, documentation Monthly
Interview residents and type up their	Interview Residents; collect documents and	Weekly	Voice recorder Camera Stationery	Corumbene - disruption of organisation routine	

stories	photos for scanning				<ul style="list-style-type: none"> - sickness of Resident - passing of Resident - sickness of Volunteer - unavailability of Volunteer 	
Scan photos and documents	Type up Resident's stories; scan documents and photos	Weekly	Computer / Printer / Scanner USB sticks Stationery			
Follow up resident to ensure accuracy.	Reporting to Volunteers A&B				Lack of communication. Sickness of volunteer.	Staff – Barbara Davis Volunteers A,B,C Meetings, documentation Fortnightly
Step 5:						

Evidence of Success (*How will you know that you are making progress? What are your benchmarks?)*

- Participation rate of residents and community clients.
- Waiting list for residents, volunteers and students.
- Feedback from residents, volunteers, students and stakeholders – Principal of St Bridget's School, New Norfolk Council, Nicholson,
- Completion of individual resident's story.
- Completion of other medium – oral recording, DVD / slideshow, scrapbooking, oral recording.

Evaluation Process (*How will you determine that your goal has been reached? What are your measures?)*

- Response from Resident and student feedback using a scaling method.
- Completion rate of the 'My Journey' program.
- Student participation within the community.
- Volunteer satisfaction survey.

WORK PLAN 'MY JOURNEY' PROGRAM STUDENTS

Purpose: *To allow the residents of Corumbene Aged Care Facility to have their voices heard within the Community*

- Directions:**
1. Working with the Principal of St Brigid's Primary School to allow Grade 6 students to interview residents about their life story.
 2. Liaising with selected St Brigid's Grade 5 & 6 students to ascertain compatibility with residents willing to participate in this program.
 3. Checking all legal and ethical requirements.
 4. Meeting and greeting residents.
 5. Conducting interview with residents.
 6. Post interview discussion.
 7. Recorded interview completed by the students to be handed to the Lifestyle and Leisure team, typed up and returned to the school for student research.

Goal: *To capture resident's stories to link with how the fabric of society developed within the Derwent Valley and broader community*

Results/Accomplishments:

Directions <i>What Will Be Done?</i>	Responsibilities <i>Who Will Do It?</i>	Timeline <i>By When?</i> <i>(Day/Month)</i>	Resources	Potential Barriers <i>What individuals or organisations might resist?</i> <i>How?</i>	Communications Plan <i>Who is involved?</i> <i>What methods?</i> <i>How often?</i>
Working with the Principal of St Brigid's Primary School to allow	Barbara Davis School volunteer Liaison Officer	Weekly	Interview questions	St Brigid's Primary School - disallowing students to participate	<i>Involved</i> - Barbara Davis - School volunteer Liaison officer

Grade 6 students to interview residents about their life story.	Principal					Volunteer C Principal <i>Methods</i> - telephone - letters / emails - face to face meetings
Liaising with selected St Brigid's Grade 6 students to ascertain compatibility with residents willing to participate in this program	Barbara Davis Barbara Davis Liaison Officer Principal					
Checking all legal and ethical requirements	Barbara Davis					
Meeting and greeting residents	Volunteers School Liaison Officer Principal	Weekly			Corumbene - disruption of organization routine - sickness of resident - passing of resident	
Conducting interview with resident	Students	6 weeks average per Resident	Available - voice recorder - stationery		Corumbene - disruption of organization routine - sickness of resident - passing of resident - Impacts on students when sickness and	Collaboratively staff and volunteers work together to provide emotional support to the students when need.

<p>Post interview discussion</p>	<p>Barbara Davis Volunteers School Liaison Officer Students</p>	<p>Ongoing, Luncheon with all stakeholder at the end of every school term.</p>	<p>Volunteers /Staff</p>	<p>passing occurs</p>	
<p>Recorded interview completed by the students to be handed to the Lifestyle and Leisure team, typed up and returned to the school for student research</p>	<p>Barbara Davis Volunteer B Volunteer A</p>				

Evidence of Success (How will you know that you are making progress? What are your benchmarks?)

- Participation rate of residents and community clients.
- Waiting list for residents, volunteers and students.
- Feedback from residents, volunteers and students.
- Educational and personal development of the students - Feedback from students.

Evaluation Process (How will you determine that your goal has been reached? What are your measures?)

- Response from Resident and student feedback using a scaling method.

DTA Award for Excellence 2015

Barbara Davis (03) 6261 2744

- Completion rate of the 'My Journey' program.
- Student participation within the community.
- Feedback from school community and Principle

Attachment 9

RESEARCH

The following sites were researched to provide background reference to the 'My Journey' program:

- www.legacyproject.org date accessed: 7/16/15 at 3:55pm
- www.ndhs.org.au/ date accessed: 7/16/15 at 3:59pm
- <http://thebiographyprogram.org.au/the-benefits> date accessed: 7/16/15 at 4:07pm