

**Attachment 1**

**PROGRAM PLAN AND DESIGN**

**1. Program Design**

- Start small and grow if successful
- Voluntary participation only
- Must comply with aged care standards
- Use structured interviews to capture information
- Use various mediums to record information e.g. voice/video recording, scrapbooking, and coffee-table pictorials
- Utilise adult volunteers to facilitate process with youth volunteers and students to create intergenerational contact
- Ensure meaningful engagement for all participants

**2. Processes to be Developed**

- Legal requirement -consent forms
- Risk Management Strategy
- Communication Strategy
- Master and role-specific work plans
- Timetable
- Feedback surveys - residents, volunteers, family members and external stakeholders
- Review
- Evaluation

### **3. Resourcing**

- Recruit skilled volunteers for researching, interviewing, mentoring, collating the residents' stories, scanning of documents and photos, scrapbooking and producing electronic recording
- Funding - application to local council

### **4. External Stakeholders**

Build and maintain external partnerships within the community including:

- Derwent Valley Council
- Derwent Valley Historical Society
- St Bridget's Primary School
- 98.9 TYGA FM Derwent Valley Community Radio
- Families
- Corumbene Home and Community Care clients

### **5. Internal Stakeholders**

Invite participation from:

- Residents and/or their representatives and their families
- Management and staff

## **6. Implementation of Program**

### **a. Interviews**

- Develop structured interview form
- Create students timetable for conducting initial interviews
- Arrange meet and greet visits for students and resident
- Review meet and greet visit to check on compatibility between students and residents
- Commence interviewing
- Carry out further interviewing on deeper levels using the student's initial interview information. and expand on research

### **b. Final product**

- Collate initial results into draft document
- Review the draft in consultation with the resident and/or nominated representative
- Check information where possible to validate the timeline of the resident's story
- Collate the resident's story into final version using the residents choice of medium
- Share final version with resident (and/or their representative) to ensure accuracy and make any amendments if required
- Shared resident's 'My Journey' with others as consented

## **7. Evaluate Program**

- Collate feedback and review comments gathered throughout the program
- Check if review comments have been actioned as appropriate and documented
- Report to external stakeholders
- Report to Executive Management team and Board
- Prepare article for annual report

## **8. Review Program**

- Respond to feedback for quality and continuous improvement
- Implement improvements for future development of the program
- Implement succession planning for key roles
- Research additional funding opportunities

**Attachment 2**

**RISK MANAGEMENT STRATEGY**

Risk	Who to inform	Method	Staff	Risks involved
<b>Communication</b>	Executive Management L&L coordinator Staff Corumbene Residents, residents families, staff and volunteers External stakeholders	<ul style="list-style-type: none"> <li>• Letter to stake holders</li> <li>• Emails</li> <li>• Phone calls</li> <li>• Face to face</li> </ul>	L&L coordinator Barbara Davis  Volunteers Jennie Lisa Joan Judy	Delay in sharing information Misunderstand of information between volunteers, staff, residents & stakeholders
<b>Resident Engagement</b>	Resident who has expressed interest in participating in program L&L Coordinator Appropriated group of volunteers	<ul style="list-style-type: none"> <li>• Face to face discussion</li> <li>• Face to face interviews with students (if applicable) or volunteers</li> <li>• Resident are the driver in the conversation and pace</li> <li>• Work within the guidelines of privacy and dignity</li> </ul>	L&L coordinator Barbara Davis  Volunteers Jennie Lisa Joan Judy	The resident must drive the pace and topics of conversation the risk of misinterpreting information which may cause hurt feeling and breach trust. The resident must be involved and consulted throughout the whole process. If this doesn't occur the volume of work is truly not their own and trust confidence within the program is compromised hence the resident may feel let down

<b>Collaboration</b>	Executive Management Staff L&L staff Corumbene Residents, residents families, staff and volunteers External stakeholders	To collaborate in sharing information to meet the common outcomes.	L&L coordinator Barbara Davis  Volunteers Jennie Lisa Joan Judy	In not practicing collaboration with ideas, methods etc the program is at risk of either faulting or collapsing
<b>Privacy</b>	Executive Management Staff Corumbene Residents, residents families, staff and volunteers External stakeholders	<ul style="list-style-type: none"> <li>• Ensure all communication is treated with dignity and privacy issues adhered to.</li> <li>• Storage of information which the resident does wish to share with other must be kept in a secure area and shred at the appropriate time.</li> <li>• Dignity is observed at all times during the interviews.</li> <li>• Working with external and internal</li> </ul>	L&L coordinator Barbara Davis  Internal and external stakeholders	<p>Not adhering to governing guidelines in privacy and dignity significant impact could occur</p> <ul style="list-style-type: none"> <li>• Breaches in trust with resident(s) and family members</li> <li>• Break down in relationships with external stakeholders</li> <li>• Significant impacts within the broader community and the reputation of Corumbene</li> </ul>

		<p>stakeholder dignity and respect with all forms of communication</p>		
<p><b>Working with Students</b></p>	<p>L&amp;L coordinator Barbara Davis Principal Joy Matar St Brigid's Primary school Volunteer Judy Care staff Resident and family members</p>	<ul style="list-style-type: none"> <li>• Matching students to residents via meet and greet morning tea.</li> <li>• Students are not left alone with a resident a teacher and the volunteer stay with the students and residents.</li> <li>• The interview are taken place in a common area such as a lounge room or country kitchen</li> </ul>	<p>Principal Joy Matar St Brigid's Primary L&amp;L coordinator Barbara Davis  Volunteers Judy Lisa</p>	<p>Mismatching students to residents.  Unavailability of students and or volunteers</p>
<p><b>Time frames</b></p>	<p>Executive Management Staff Corumbene Residents, residents families, staff and volunteers External stakeholders</p>	<ul style="list-style-type: none"> <li>• Work as per work plans</li> <li>• Review through meetings</li> </ul>	<p>L&amp;L coordinator Barbara Davis  Volunteers Jennie Lisa Joan Judy</p>	<p>Passing of resident and their story not finished</p>

<p><b>Review process</b></p>	<p>Corumbene Residents, residents families, staff and volunteers External stakeholders</p>	<ul style="list-style-type: none"> <li>• Face to face feedback from resident's , family members</li> <li>• Written feedback from stakeholders</li> <li>• Program meetings feedback from external and internal stakeholders</li> <li>• Collaboration to deliver the best product for the resident.</li> </ul>	<p>L&amp;L coordinator Barbara Davis Executive Management</p> <p>Volunteers Jennie Lisa Joan Judy</p>	<p>No achieving the best outcome for the resident.</p> <p>If review process isn't observed the impacts of future residents participating will diminish.</p> <p>Sustainability of program could be compromised.</p>
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Attachment 3

'MY JOURNEY' COMMUNICATION STRATEGY

