MANAGEMENT AND REVIEW
POLICY + PROCEDURE

Why use a management and review system?

A management system ensures that when developing programs and initiatives for participants and community, that they are undertaken with a consistent process. A process that encourages a targeted approach that has a strong focus on community collaboration, research and a review pathway that allows for program refining.

Values Statement:

At the commencement of any program or initiative's we will align them to the Projects values of NURTURE, STRENGTHEN AND CONNECT with COMMUNITY. This will ensure that in launching programs for the community, they will have the desired effects and continue to reflect our values in all we do.

Management and Review Policy:

The Management and Review policy seeks to afford every initiative and program that the Project seeks to launch into community with strength and integrity. The following is a series of points to consider as we respectfully administer the trust and the funds we have been entrusted with to the development and execution of programs and initiatives within the community.

This process offers a transparent structure for steps forward as the development of strategy and engagement are initiated by the Project Director and developed by the Project Program Coordinator to benchmark as guidelines for our stakeholders and sponsors.

1. **Seek to Engage and connect:**

Engaging the community in a way that is respectful and inclusive, recognising that we are part of the community, and we represent – the engagement process is integral to relationship. The strength of our community roots will always be grounded in respectful relationships both corporately and individually.

2. **Seek to Listen:**

Our main goal when seeking to meet the needs of our community is to listen. To listen to individuals' stories, their depth, their pain, their joy, the lessons learned and scars that remain. When we take time to listen without judgement, we truly find out the ways that we can effectively build relationship and bring intentional care and support.

3. **Seek to Understand and Acknowledge:**

Understanding brings dynamic and strength to the process of building programs. To stop and seek to understand is a posture that brings a strong foundation to the 'why'

behind the story. It is understanding the expressed need or gap in community or individuals' journey that needs support, care, or attention.

4. Seek to Empower and Extend Choice:

When we are birthing new initiatives, designing programs, building individual care plans, we want to prioritise empowering participants steps. Our values seek to nurture people, to strengthen them by empowering their future stories and the individual to reach their own desired outcomes

5.   Seek to Equip and Strengthen:

Our desire is to position community where there is mutual respect and mutual exchange. At LIVEfree PROJECT we desire participants to experience informative programs that focus on education, life skill development and emotional growth. Implementing the necessary tools to build a stronger future for themselves and their families and future generations.

6. Seek to Reflect and Review:

Pressing pause to reflect whilst planning or launching programs to review and evaluate brings strength to our organisation and future planning. When we pause and reflect, we are prioritising method, practise, and the success of the experience and excellence. As we reflect, we would choose to think about the following:

- The community need
- The advertisement/ communication to targeted group
- The needs of individuals – their stories
- The effect of the program/ initiative on families – strengthening the future
- The felt change to a persons' wellbeing
- The funding – Resources available, in kind donations
- The available staff – Who are the BEST people for the initiative / program
- The location – where will bring the desired connection needed
- The inclusion of community
- The review and data collection process

Management and Review System Procedure:

Step 1: Observe

Observing the behaviours of people and community in general is an excellent place to start when looking into community needs.

- Researching local community census information, local council research on a particular demographic, identified situational problem or marginalized people.

- Taking time to assess this research will highlight pattens, influences, strength and weaknesses that allow for a targeted response to a particular area of need.

- Conducting our own surveys, meetings, and interviews with targeted groups of people allows for needs, desires, and ideas to be heard and for a process that seeks to understand rather than fix.

- Understanding extended through listening allows for an empowering, *walk alongside* process rather than a takeover, disempower and band-aid fix approach.

Step 2: Plan

The planning stage of any new initiative or program is vitally important to the success of any community engagement. This process of planning is so that we protect, consider, and establish sound procedures, policies, and programs for the community and for the vulnerable people in our reach and our care. This process allow for us to establish sound objectives that address felt and researched need. It sets in motion the processes that deliver programs that seek the desired and imagined results.

- The planning stage should always embrace community collaboration and the input of the stakeholders to ensure that perspectives are heard and respected.

- The development of these programs will include all the processes to collect data needed to meet grant requirements where necessary.

- They will include risk assessments, the relevant checks to ensure clients safety and the relevant checks, licencing, or insurances and outline the necessary steps to ensure our clients safety.

- The process will consider funding and the resources needed to meet the program or the initiative being planned.

- Identifying grants / securing sponsorship that aligns with the values and goals of the program

- They will include a plan for the marketing, advertising, and the invitation to those who will be the benefactors of the new initiative or program.

Step 3: Do

The grassroots of shaping a community initiative or program must take the objectives from the planning stage and the data and research obtained from the observation stage and mould it into a safe, nurturing experience that delivers strength for the participants to connect with themselves, their families, their community, and their future dreams, hopes and desires. This would include steps that embrace the following:

- Recruit community involvement – advertising / promotion / connection

- Appoint staffing – qualifications, suitability, and experience

- Document program in detail and breakdown into steps with documented benchmarks for objectives

- Timetable the program – detail the steps of it

- Training of staff / volunteers for the execution of the program

- Briefing on the policy, procedure and safety instructions

- Allocate groups / schedule event

- Run pilot programs

- Conduct initial surveys

- Schedule data collection as an inbuilt procedure to the program

- Monitor attendance

- Minimise threats by continuing to address concerns in a timely way

Step 4: Check

The review process of any program or initiative, speaks to the strength of the delivery, the targeted groups embrace of what was shared and taught and the retention of information and felt change that is experienced. Gathering data along the way gives voice to these needed markers so that the initiative continues to bring the desires outcomes.

Review of process may include the following:

- Surveys at beginning, middle and end of program

- Targeted questions around wellbeing/ confidence/ resilience/ actualisation. Using Maslow's hierarchy of needs as a base line

- Gathering testimonial opportunities to capture felt responses by participants

- Photographs / video footage

- Attendance

- Samples of journal entries / actualisation statements

- Comparing the data along the way and graphing the growth etc. of results

- Group discussion recording– highlights /lowlights

- Testimonials from stakeholders who see or experience the felt change

Step 5: Adjust

Opportunity to adjust, modify and tweak initiatives and programs to meet the desired outcomes is something that can only serve to benefit the future participants. Modifying the Plan and Do Process based on the data, feedback and trends will serve to improve our programs so they better reach the desired generational change. Tools that you could use to complete this process are:

- Taking the continuous collected data through surveys and graphs and marrying them back to the program's objectives

- Look at allocated timing – Is it enough? Is it too much?

- Making room for new education information reforms

- Assess risk assessment and safety – Is it adequate?

These steps will help LIVEFree PROJECT bring a strong framework for the management and review process of our community initiatives and programs.