



{PROGRAM} PROCESS MAP

1. SUMMARY

The ShineGirl and Strength personal development programs utilise interactive group activities and discussion to equip young people with the knowledge and skills needed to develop greater self-awareness and personal growth. The programs consist of nine interactive sessions and have three main curriculum focuses {Worth/Significance, Strength/Resilience, Purpose/Courage}.

- {PROGRAM} Activity Summary
- {PROGRAM} PROMO

2. PRE-ACTIVITY

Responsible: {who/role responsible for this step}

- Add Program Activity to the Activity List and gain approval by CityCare State Manager
 - *Community-based activities requires additional approval from CityCare Operations Manager.*
- Complete Risk Assessment and upload to Activity List

3. VOLUNTEER RECRUITMENT & TRAINING

Responsible: {who/role responsible for this step}

Volunteer Recruitment

- Volunteer Recruitment Promo
 - Create Volunteer team in myhillsong
 - Volunteers are to have their WWCC State and Safe Church Clearance
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- Volunteer Recruitment Process Map
 - Volunteer Role Profiles
 - Volunteer Management

Volunteer Training

- Volunteers to have completed all Safe Church Training and CityCare General Training
- Volunteers to complete Safe Church Food Handling Training
- Complete CityCare ID Application

4. PARTNERING ORGANISATION COLLABORATION

Responsible: {who/role responsible for this step}

- MOU to be signed outlining Partnering Organisation and CityCare responsibilities
If a current MOU is already in place, ensure all activities are listed and a new one isn't required
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- (MOU) Memorandum of Understanding
 - Upload signed MOU to the Program Activity in the Activity List

Activity Logistics

- Community Worker to meet with Organisation and discuss:
 - Number of participants to be engaged in program (female and male)
 - Number of volunteers required (female and male)
 - Time/day to run program
 - Who is responsible for Consent Forms
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- {School-based} All referrals to be facilitated through School Wellbeing Officer
 - {Community-based} All referrals to be facilitated through 3rd party (volunteers to work with Team Leader)

5. SAFETY & RISK

Responsible: {who/role responsible for this step}

- Complete a Risk Assessment and upload to Activity List
 - Note who holds the Public Liability for partnered run programs
 - First Aid kit available for team and identify with Partnering Organisation where to send participants for First Aid needs
 - CityCare staff & volunteers to have a CityCare ID and lanyard
- For any incidents that occur, complete an Incident Report

6. PROGRAM

Responsible: {who/role responsible for this step}

- Volunteer Roles & Responsibilities
 - Participants are to complete the Participant Pre-Survey at beginning of the first session
 - Completed hard copy Participant Pre-Survey's to be entered via Quick Links and paper copy shredded
 - Team Leader Resources
- Electronic Surveys
- Supplies & Budget Outline
- Supporting Materials

7. REPORTING

Responsible: {who/role responsible for this step}

- Complete Weekly Activity Report after each program
 - Team Leader to complete the End of Term Report at the of term/program
- Program Data Collection Checklist

8. END OF PROGRAM

Responsible: {who/role responsible for this step}

- Participants to complete the Participant Post-Survey in their last session
 - Completed hard copy Participant Post-Survey's to be entered via Quick Links and paper copy shredded
- Locations have printed Graduation Certificates ready for use
- Plan some fun games, snacks (with permission of the organisation) to celebrate the participants.