



## RAISE COMMUNITY – TERMS AND CONDITIONS 2024

### How does Raise Community mentoring work?

- Mentoring is a 17-week program.
- Each mentoring session is 50 minutes a session, each week, for 17 weeks.
- Mentees are enrolled for the entire 17 week, with weekly lessons times confirmed when applying.
- Each program has 20 weeks to complete the 17 weeks program, (allowing for planned absences and illnesses. The 20 weeks does not include school holidays).
- Cost is \$120 a session, for 17 weeks (total \$2040).

### Cancellation / Rescheduling Policy – Mentees (young people)

- **Raise requires a minimum of 24 hours'** notice if a young person is unable to make a scheduled mentoring session.
- Sessions requiring rescheduling must be notified by emailing [communitymentoring@raise.org.au](mailto:communitymentoring@raise.org.au)
- **Catch up sessions must be taken in the 20-week program window. The 20-week window does not include school holidays.** It is the responsibility of the student (family) to arrange for their catch-up session.
- Mentoring programs **cannot be transferred** to another young person.
- **If less than 24 hours' notice is given**, the session is deemed to be forfeited and no make-up session allowed
- **Mentees who simply do not turn up** for a booked mentoring session, with no notice, are deemed to have forfeited that lesson and will be charged.
- Mentors have set aside time for mentees, and less than 24 hours' notice regarding cancellations would otherwise result in a loss of income for the mentor.
- **General Illness:** If your young person is unwell, please advise as soon as possible, if we have 24 hours' notice, we will aim to reschedule the session to another time that week (pending mentor availability)
- **Planned Absence: If you have dates in advance for** any planned absences (eg holidays, school camp) please let Raise know before the start of the program.

### Missed/Cancelled lessons – Mentor

- If your mentor is unable to make a scheduled lesson at any stage, Raise will arrange for another session within the 20-week window.
- If a mentor gives less than 24-hour notice, a make-up session will be arranged.



### **Fees & Payments**

- Payment is based per 17-week program - \$2040 (including GST)
- This fee can be paid up front or on an agreed payment plan.
- Payments are processed by Stripe and Raise do not hold or collect any payment details.
- Full payment or agreed payment plan is required at the time of consent to secure your mentor.
- If on a payment plan, if a scheduled payment is missed, mentoring will pause until payment has been received
- Mentoring is not held on Public Holidays and mentoring can run during school holidays, if this is agreed by Raise, Parent/Carer and Young person.
- Once booked and paid, you will receive a separate email with the dates for mentoring, zoom links, evaluation link, please ensure you have read this email, and checked the dates are correct and notify Raise as soon as possible if there are date clashes.

### **Evaluation**

- Participation in this program includes participating in evaluation data collection activities, including, but not limited to surveys (via online survey tool). The results of the program evaluation are used to help improve the program for the following year and measure its impact. You can find examples of questions here.
- Raise may use the details provided in the surveys or focus groups in our communications about program experience. Where this occurs, any identifying details will always be removed to protect the privacy of students and ensure an individual student's experiences cannot be recognised or attributed to them.
- The evaluation will be sent by email along with the Zoom links and is to be completed before the first mentoring session. If it is not done before, it will need to be completed in the first mentoring session.

### **Payment Options**

- Raise accepts payments via credit card and is processed by Stripe. Raise does not hold credit card details.
- Payment options are sent at time of consent and this payment needs to be made to secure your mentor
- If you are eligible for a fee reduction, your payment will be adjusted.
- Please note that payments made via credit card will incur processing fees
- If you are paying in bulk for an organisation/school an invoice can be generated.

### **Cancelling Mentoring**

- Withdrawing a mentee from the program is possible, however it is advised you have a discussion with the Raise Program Manager first. Having this conversation helps ensure the young person is supported and see if Raise can help.
- If you need to cancel the young person's involvement in the Raise program, Raise requires a minimum 2-week notification via email



[communitymentoring@raise.org.au](mailto:communitymentoring@raise.org.au) . **Verbal notification through your mentor will not be accepted**