

# Frequently Asked Questions

We want you to be as informed as possible about your mentoring journey.



## About Mentoring

### What is mentoring?

A mentor can really change the course of a young person's life, and research shows that quality mentoring increases a young person's confidence and self-respect.

Raise delivers youth mentoring in high schools across Australia. We have a qualified Raise Program Counsellor who facilitates a group of mentors and mentees with one-on-one mentoring, followed by a mentor support session.

### When will I need to be free for mentoring?

Mentoring programs run from April to November during school terms 2, 3 and the first three weeks of term 4.

Volunteer mentors are required for 2 hours each week during this time to attend mentoring at their selected school program location.

The day and time each program will run is determined by each school and stays the same for the duration of the program (for example: Epping Boys High runs every Tuesday from 10am-12pm).

### What skills do I need to mentor a young person?

You don't need to be anything other than a great listener with an empathetic nature.

We provide youth mentor training to ensure you feel skilled and ready to mentor.

### What training is offered and is it free?

Our best-practice Youth Mentor Training is offered to volunteers free of charge.

Training consists of 6 online modules and two virtual group training sessions (2.5 hours per session).

Our online modules can be completed at a time that suits you and take approximately 30 minutes each to complete.

Through activities, discussions and role play, group training puts into practice some of what you learned in the online modules and helps prepare you for mentoring.

Upon completion of training, you will receive our Raise Youth Mentor Training Certificate of Completion and will be ready to begin your mentoring journey.

### What do I need to bring with me to my Youth Mentor Training session?

A copy of the [Raise Mentor Training Handbook](#) is available in the Raise Digital Village for you to use during your Virtual Group Training session.

Please ensure you have access to this handbook during your training session, preferably on another device (tablet/phone) for easy reference. Alternatively, print out your handbook if you are able to and would like to make notes during training.

If you would like to print out just the pages you'll need for the activities you'll be doing during training, please click [here](#) to access the *Raise Mentor Training Activities* FAQ in the Resources tab of the Raise Digital Village.

**Please note:** You will also need your Raise Digital Village login details to complete the final assessment quiz at the end of the virtual group training session to become a qualified mentor.

On the day of your virtual group training, please sign into your training 5 mins before the session start time so that you can check all is working before we begin.

### How do I access the Raise Mentor Training Activities?

These [activities](#) from the Raise Mentor Training Handbook are for you to print out to use during your Virtual Group Training session.

Please ensure you have access to the handbook during your training session, preferably on another device (tablet/phone) for easy reference. Alternatively, print out your handbook if you are able to and would like to make notes during training.

### I need some help getting set up for the Raise Virtual Mentor Training!

This document gives you tips to help you to prepare for, and get the most out of, your Virtual Group Mentor Training session.

Please click here to access the [Raise Virtual Mentor Training Tips & Tech Checks](#) document before your training session.

You can also find out more about how to book into and attend a tech check (where you can see if everything is working properly prior to your training session).

### What is the Raise Digital Village?

The Raise Digital Village is your portal for everything you need on your journey to become a Raise Youth Mentor.

Your login gives you:

- up to date information and next steps for each stage of your mentor journey
- access to the online Raise Youth Mentor Training modules
- information and links to apply for and upload your Mandatory Checks
- access to book your Raise Virtual Group Mentor Training session
- answers to Frequently Asked Questions

Still have a question? We love questions, simply [Contact Us](#) and we'll be in touch with the answer.





## About Mentoring

### Where will I be mentoring?

When you submit your online application to mentor with us, you will be asked to select your 3 preferred program locations (schools convenient to you) where you would like to mentor.

We will try to accommodate these preferences as much as possible. On the rare occasion we cannot accommodate your preferences, we will contact you to discuss an alternative program in the hope you can mentor there.

Mentoring programs are held on the school grounds during school hours.

To see where these programs are located, please visit [raise.org.au/2021-program-locations](https://raise.org.au/2021-program-locations).

### What happens during the 2 hours at the school?

Each week you will meet at the school along with the other mentors and the Raise Program Counsellor.

Our aim is to fill each program with 15 mentors so we can invite 15 young people to attend.

The first week of the program begins with a session called *Mentor Orientation* - this is where you meet the other mentors in the program and the Program Counsellor.

The second week is called *Jitters* where you meet the young people for the first time, take part in fun activities and participate in 'get to know you' games. This helps the mentees and Program Counsellor match everyone with a mentor.

From then on, the first hour of mentoring will be your one-on-one session with your mentee followed by morning tea as a group. Once the young people head off, you stay with the other mentors for a mentor support session with your Program Counsellor.

### What happens if my program is being run virtually?

As with in-school mentoring, you will meet each week with the other mentors and the Raise Program Counsellor, however, it will be virtually using an agreed platform (Zoom, Teams, Webex etc).

Our aim is to fill each program with 12 mentors so we can invite 12 young people to attend.

The first week of the program begins with a session called *Mentor Orientation* - this is where you meet the other mentors in the program and the Program Counsellor.

The second week is called *Jitters* where you meet the young people for the first time, take part in fun activities and participate in 'get to know you' games. This helps the mentees and Program Counsellor match everyone with a mentor.

From then on, the first hour of mentoring will be your one-on-one session with your mentee followed by morning tea as a group. Once the young people head off, you stay online with the other mentors for a mentor support session with your Program Counsellor.

### What is the mentor support session?

All programs are facilitated each week by a qualified Program Counsellor from Raise. Your Program Counsellor is there to provide ongoing support and encouragement throughout the program.

The mentor support session is your opportunity to "debrief" with the other mentors and the Program Counsellor.

Mentor support takes place on the school grounds and provides you with an opportunity to ask for extra support and information.

There is also the opportunity to have a one-on-one talk with your Program Counsellor. Your wellbeing is important to us, so your Program Counsellor is there for you to talk through any worries or concerns you may have so that at the end of each session, you don't take these concerns home with you.

### What do the young people need help with?

Programs are mentee-led which means that you'll be there to assist your mentee in whatever area they are looking for help and support.

Young people today are facing a variety of challenges. During online training and group mentor training, you will learn more about this and become equipped to discuss most issues.

Remember, your Program Counsellor is always around during your one-on-one session with your mentee, so if you do come across any sticky topics, they are there to support you both.

### How are the young people selected and do they want to be in the program?

We work closely with the school's well-being team to ensure the young people in our school programs are carefully selected.

These young people are invited to participate in the program by the school's well-being team and they opt in if they'd like to be part of the program. They also obtain parent/carer consent.

So, the good news is they have chosen to participate and want to be in the program.

### I might know some of the young people at the school, can I still mentor in my preferred program?

We encourage you to mentor in a school where you are unlikely to know any of the students.

We want our mentees to feel as comfortable as possible in the mentoring environment - if they recognise a mentor, it has the potential to impact their experience.

It would be worth picking an adjacent school in your area if there is a chance you might know a young person at your preferred school.

Still have a question? We love questions, simply [Contact Us](#) and we'll be in touch with the answer.





## About Mentoring

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I'm planning a holiday, can I still mentor?

Time out is really important. If you're planning a holiday, you can still mentor providing the dates don't clash with the program dates and you miss no more than 2 sessions.

We don't run the programs during school holidays which is when our mentee and mentors have the opportunity to enjoy a break.

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What happens if I'm away or can't make a session?

We know how important the mentoring relationship is to both the young person and you, so we strongly encourage full commitment for the duration of the program.

We also understand that life happens and there may be instances where you are unable to make it to a mentoring session. In these instances, just notify your Program Counsellor.

The more notice you can give the better. Please note, if you have known absences of 3 or more sessions during the program, we won't be able to match you with a young person.

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I would love to mentor but work full time – is there any other way I can get involved?

Our current mentoring programs only run during school hours in terms 2, 3 and into term 4 of the school year.

Many of our mentors work full time. We would encourage you to speak with your employer to see if they would support you to take the time out to give back to your community. Mentors from corporate organisations report that 100% felt proud of their employer, with 94.5% having better leadership skills in the workplace and 87.1% were more likely to stay with their employer – all of this has a positive impact on the organisation too.

The Raise Volunteer Engagement Team can provide you with a letter of support. Simply [Contact Us](#) and we'll send you a personalised copy of this letter.

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What happens when the program finishes?

We finish our programs with a celebration and a graduation ceremony.

This is when you can share some kind words with your mentee and say your final goodbyes. The mentoring relationships end once the programs are finished.

Many of our mentors continue with us and go on to mentor in following years.

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I'm now unable to commit to mentoring – is there any other way I can get involved?

Please let us know as soon as you realise you can't commit to starting the program. You can tell us by emailing [mentor@raise.org.au](mailto:mentor@raise.org.au).

We would still love for you to stay in our village and we'll keep you updated on any further volunteering opportunities and Raise news.

Alternatively, sign up as a relief mentor and we can pass your details on to the Program Counsellor for your preferred program. They may call on you to assist them when mentors are away or sick.

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What is a relief mentor?

If you are keen to mentor but have known absences of 3 or more sessions, we encourage you to sign up as a relief mentor.

You go through the same steps as a matched mentor, but you are in the program as a relief mentor to fill in on an ad-hoc basis when required.

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I've already mentored with Raise before – do I need to reapply?

If you're an experienced mentor wanting to return to mentor in 2021, please complete the [Returning Mentor Application](#) form.

Please feel free to get in touch if you have any questions. Just [Contact Us](#) and a member from our Volunteer Engagement Team will get back to you soon.

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How do I reset my Raise Digital Village password?

Click [here](#) to visit the Raise Digital Village login page and follow these steps to reset your password:

- Click *Forgot Your Password?* - this will open a new page which asks you to enter the email address associated with your profile
  - Enter your email address and click *Send Password Reset Email* – you will be sent an email with details of how to reset your password
  - In the new email you receive, click on the link and you will be redirected to create a password
  - You should now be logged on
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## Mentoring as a Student or Corporate Partner

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I'm studying in a relevant field – can I do my placement through Raise?

We would encourage you to speak with your educational provider and placement coordinator to see if the role is a suitable placement opportunity.

We have many students complete placement hours with us through volunteer mentoring.

Students studying in a relevant field can be 20 years old or over when programs commence in April.

For more information, please [Contact Us](#) and a member from our Volunteer Engagement Team will get back to you soon.

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Can I apply for placement if my institution is not on your list?

If you are studying in a relevant field (for example, psychology or counselling) but your education provider is not on the list when you apply, please enter your provider's name in the space provided. If we have an agreement with them to provide placement, we will let you know.

Alternatively, speak to your educational institution's advice counsellor to see if Raise would be a good fit for a placement opportunity. We are always happy to hear from potential placement partners.

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I'm not studying in a relevant field – can I still mentor as a student?

Yes! If you're not studying in a relevant field, you're still able to mentor a young person as a student. When completing your application to mentor, just select your mentor type as *Student - Engaged in Study not looking for placement*.

Please note that you need to be 21 years old or over when programs commence in April.

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How do I get my organisation involved in mentoring?

We would love to chat with you about having you and your colleagues mentor with Raise.

Please [Contact Us](#) and a member from our Volunteer Engagement Team will get back to you soon.

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Do you have other volunteer opportunities for organisations?

Yes! There are other ways your organisation can support Raise and we'd love to hear from you.

Please [Contact Us](#) and a member from our Volunteer Engagement Team will get back to you soon.

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## About Mandatory Checks

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### What are Mandatory Checks and why do I need them?

Raise Foundation is a youth safe organisation. This means we adhere to strict guidelines around the safety and wellbeing of the young people in our programs and the volunteer mentors.

Every volunteer and staff member with Raise is required to have current Mandatory Checks. These checks are a valid *Working with Children Check* and a *Police Check*.

### How do I get a Working with Children Check?

To get a Working with Children Check (WWCC), simply log in to the Raise Digital Village and navigate to the *Mandatory Checks* menu at the top of the page.

From there, click on the blue [link](#) under *Don't have your checks yet?* for information and how to apply for your checks.

You will need to select the state that you live in as each state has different processes. Mentors living in border towns will need to apply for a WWCC from the state they will be mentoring in.

There is no cost for getting a WWCC for volunteers and students.

### How do I get a Police Check?

Getting your Police Check is a quick online process and usually only takes 1-2 working days to come through. If you have the same name as someone else, or your police history has changed, this will increase the time to 10+ working days.

The cost to get a Police Check is \$29.50 through National Crime Check.

To get your Police Check, log in to the Raise Digital Village and navigate to the *Mandatory Checks* menu at the top of the page.

From there, click on the blue [link](#) under *Don't have your checks yet?* to apply for your Police Check.

Once completed, your Police Check will be emailed to the address you provided. Please download your Police Check and save it as a PDF document for uploading when you log into the Raise Digital Village.

### Do I have to get a Police Check through National Crime Check?

No, we accept Police Checks from other accredited agencies as long as the check:

- is provided by an Australian agency
- covers supervised access to children and/or vulnerable people
- is no more than 2 years old
- includes the following personal information:
  - FULL NAME and any other previous names
  - Date of Birth
  - Residential address
  - The Date of issue/Record date
  - The Outcome/Result of the police check

### Is it supervised or unsupervised access?

All mentoring is under supervised access and a qualified Program Counsellor is in the area/visible at all times.

### I already have my Working with Children Check and/or Police Check – what now?

All you need to do is provide us with the checks you have – as long as they are still valid.

If you have a WWCC that is due to expire during the mentoring period, we will prompt you to renew it well in advance.

If you have provided us with an existing Police Check, it needs to cover supervised access to children and/or vulnerable people and be no more than 2 years old.

To provide your Mandatory Checks, please log in to the Raise Digital Village and navigate to the *Mandatory Checks* menu at the top of the page. From here, just follow the links to upload your checks.

### How do I upload my mandatory checks in the Raise Digital Village?

Just log in to the Raise Digital Village and navigate to the *Mandatory Checks* menu at the top of the page.

From here, just click the orange *Next* button and follow the prompts to upload your checks.

You will need to have your WWCC number and expiry date information and a PDF copy of your Police Check to upload.

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## Mentoring and COVID-19

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### How is Raise responding to COVID-19?

Now, more than ever, young Australians need trusted adult mentors to guide them through these challenging times.

The safety and wellbeing of the young people in our programs, the school staff, our volunteer mentors and our staff continues to be Raise Foundation's top priority.

For more information on our COVID response and its impact on mentoring, please see [Raise COVID Update May 2020](#).

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### Does Raise provide virtual mentoring?

There were several mentor program delivery options developed in response to COVID-19, however, how the program is delivered is set by each school.

In programs that opt for virtual mentoring, it will continue to be run during school hours and term times. Please click [here](#) for program information.

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