



Report ID: 6 - - Date: 29/08/2007

A. Program design and planning

Your Overall Rating: 0

A. 1. Consultation occurs with relevant stakeholders.

Answers					
0	1	2	3	4	5

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A. 2. The program has in place program management guidelines that include governance structures, policies and procedures and financial commitment.

Answers					
0	1	2	3	4	5

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A. 3. A skilled paid coordinator has been recruited

Answers					
0	1	2	3	4	5

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A. 4. The program has a detailed action plan for program implementation which includes recruitment, selection and screening, training and development, matching, monitoring and support and closure.

Answers					
0	1	2	3	4	5

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A. 5. There is a systematic plan for evaluating the effectiveness of the program and ongoing refinement.

Answers					
0	1	2	3	4	5

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A. 6. Clear program parameters (e.g. target groups, program structure, stakeholders).

Answers					
0	1	2	3	4	5

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B. Program evaluation

Your Overall Rating: 1

B. 1. There is a commitment to ongoing evaluation to assess the effectiveness of the program.

Answers					
0	1	2	3	4	5

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B. 2. There is a dedicated budget for evaluation (e.g. for consultant or

Answers					
0	1	2	3	4	5

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tools).

- B. 3.** The program has an evaluation team that has accountability and transparency, representative of all relevant stakeholders, to oversee the evaluation process

Answers					
0	1	2	3	4	5

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- B. 4.** There is a clear plan to assess program outcomes.

Answers					
0	1	2	3	4	5

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- B. 5.** There is a clear plan to assess program processes (e.g. policy, training, selection, support).

Answers					
0	1	2	3	4	5

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- B. 6.** There a variety of evaluation tools (e.g. surveys, focus groups, program documents) that collect both qualitative and quantitative data.

Answers					
0	1	2	3	4	5

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- B. 7.** There is a clear system to collate, analyse and interpret data.

Answers					
0	1	2	3	4	5

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- B. 8.** The findings are reported to all relevant stakeholders.

Answers					
0	1	2	3	4	5

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- B. 9.** There is a plan to incorporate the evaluation findings.

Answers					
0	1	2	3	4	5

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- B. 10.** The evaluation process has clearly defined outcomes which reflect the mission and objectives of the program.

Answers					
0	1	2	3	4	5

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C. Organisational governance and management

Your Overall Rating: 2

- C. 1.** The program has clear mission and vision statements.

Answers					
0	1	2	3	4	5

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- C. 2.** There is a clear statement of purpose for effective mentoring incorporating values and principles underpinning the program.

Answers					
0	1	2	3	4	5

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- C. 3.** The statement of purpose is strategically aligned with the organisation's mission and vision.

Answers					
0	1	2	3	4	5

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- C. 4.** The program has policies and procedures which address:

- legal responsibilities
- insurance (including volunteer insurance)
- privacy and confidentiality

Answers					
0	1	2	3	4	5

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- O.H.S (including harassment)
- risk management and duty of care
- child safety policy and practice standards
- values and ethics
- grievance
- operational management
- rights and responsibilities
- employment and industrial issues.

C. 5. There is a suitable governance structure (e.g. board of directors, management committee or steering committee) that is responsible for the accountability of the program.

Answers					
0	1	2	3	4	5

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C. 6. The program has an advisory group that has a focus on implementing and reviewing ongoing development of the mentoring program.

Answers					
0	1	2	3	4	5

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C. 7. The program has a comprehensive information management system inline with the organisation's policies that includes:

- financial records
- personnel records
- program activity
- evaluation data.

Answers					
0	1	2	3	4	5

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C. 8. There is a strategy to support the program's sustainability that includes:

- collaborative alliances/arrangements (e. g. training and sharing of resources)
- long term and diverse funding and support
- high public profile members from the local community.

Answers					
0	1	2	3	4	5

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C. 9. The program has a staff development and support plan.

Answers					
0	1	2	3	4	5

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C. 10. The program has an established public relations/communications plan that:

- includes a marketing plan
- gathers feedback from all stakeholders
- develops partnerships and collaborations with other organisations
- recognises mentors, mentees, other program participants, funding bodies and organisations that sponsor mentoring programs
- includes a promotions and marketing kit (e.g. pamphlets, DVDs, website etc

Answers					
0	1	2	3	4	5

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D. Program operations

Your Overall Rating: 4

D.1. Recruitment

Your Section Rating: 3

- D.1.1** The program has a targeted recruitment strategy that includes:
- identification of target markets
 - a marketing plan
 - ongoing marketing and public relations in accordance with the identified purposes and participants of the program.

Answers					
0	1	2	3	4	5

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- D.1.2** There is a provision of program information that includes:
- role expectations
 - time commitment required
 - duration of the relationship
 - selection and screening processes
 - training and development requirements
 - matching processes
 - monitoring and support offered by the program
 - closure procedures.

Answers					
0	1	2	3	4	5

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D.2. Selection and screening

Your Section Rating: 4

- D.2.1** There is a formal application and assessment process.

Answers					
0	1	2	3	4	5

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- D.2.2** Face to face interviews of mentors.

Answers					
0	1	2	3	4	5

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- D.2.3** A minimum of two referee checks are completed.

Answers					
0	1	2	3	4	5

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- D.2.4** The program adheres to all relevant Federal, State and Territory legislation.

Answers					
0	1	2	3	4	5

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- D.2.5** The program completes relevant State and Territory child protection/safety checks for all prospective mentors of young people.

Answers					
0	1	2	3	4	5

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D.2.6 The program completes a national criminal history check for prospective mentors.

Answers					
0	1	2	3	4	5

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D.2.7 A willingness of prospective mentors to participate in training and development is ensured by the program.

Answers					
0	1	2	3	4	5

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D.3. Training and development

Your Section Rating: 5

D.3.1 The program provides an information session for mentors and mentees that includes:

Answers					
0	1	2	3	4	5

- an overview of the program
- clarification of roles and responsibilities
- description of eligibility, screening process, and suitability requirements
- clarification of the level of commitment expected (e.g. time, energy, flexibility)
- confidentiality and liability information
- do's and don'ts of relationship management
- boundaries and limitations for the contact between mentors and mentees
- identification of the benefits and recognition available to mentors from involvement in the program
- a written summary of program policies, procedures and guidelines.

D.3.2 The program has an effective training program for mentors that includes:

Answers					
0	1	2	3	4	5

- skilled and experienced trainers
- mentor training materials that are adapted to address the issues most relevant to the program, the mentees who participate and the mentors, including:
 - definitions
 - roles, responsibilities and expectations
 - ethics and values
 - cultural and social sensitivity, including acceptance of individual differences
 - youth development and related issues
 - development of the mentoring relationship
 - suggestions for mentoring activities
 - setting of personal boundaries and parameters
 - crisis management and problem solving
 - conflict resolution
 - communication and interpersonal skills
 - explanation of confidentiality, duty of care and legislated child protection responsibilities
 - resources and referral points for other support services.
 - ongoing skill development as appropriate.

D.4. Creating the match

Your Section Rating: 5

D.4.1 There are well defined criteria for matching, linking program's statement of purpose and eligibility.

Answers					
0	1	2	3	4	5

D.4.2 Personal profiles of both mentors and mentees are used to inform the match.

Answers					
0	1	2	3	4	5

D.4.3 The program has clearly articulated and defined matching processes.

Answers					
0	1	2	3	4	5

D.4.4 There is an understanding and agreement by all stakeholders (mentors, mentees, parents/caregivers) of the terms and conditions of program participation.

D.5. Monitoring and supporting the match

Your Section Rating: 4

D.5.1 The program provides or has identified appropriate and safe locations for the mentor and mentee to meet.

Answers					
0	1	2	3	4	5

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D.5.2 There is a process to review relationship expectations.

Answers					
0	1	2	3	4	5

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D.5.3 Opportunities for regular scheduled feedback, debriefing, troubleshooting and support are provided by the program.

Answers					
0	1	2	3	4	5

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D.5.4 Contact is made by the program, at least monthly, to monitor the frequency of meetings.

Answers					
0	1	2	3	4	5

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D.5.5 Contact is made by the program, at least quarterly, to review the quality of the relationship.

Answers					
0	1	2	3	4	5

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D.5.6 Training and development which meets the identified needs of the mentors (such as guest speakers, networking and peer support) is provided by the program.

Answers					
0	1	2	3	4	5

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D.5.7 The mentor's contribution is recognised by the program.

Answers					
0	1	2	3	4	5

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D.5.8 The mentee's participation and achievements are recognised by the program.

Answers					
0	1	2	3	4	5

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D.5.9 The program provides assistance for mentors and mentees who are

Answers					
0	1	2	3	4	5

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experiencing difficulties within the relationship.

D.5.10 The program has written records of all contact between program personnel and mentor/mentee.

Answers					
0	1	2	3	4	5

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D.5.11 There is a process for managing grievances, recognition, re-matching, interpersonal problem solving and premature termination of the mentoring relationship.

Answers					
0	1	2	3	4	5

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D.5.12 The program records/monitors transcripts from e-mentoring sessions.

Answers					
0	1	2	3	4	5

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D.5.13 Appropriate support resources and materials for the professional development of the mentor (e.g. fact sheets) are provided by the program.

Answers					
0	1	2	3	4	5

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D.6. Closing the match

Your Section Rating: 3

D.6.1 The program provides recognition of participation (e.g. celebration event, certificates).

Answers					
0	1	2	3	4	5

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D.6.2 There is a formal closure policy with clear procedures for exiting the program and future contact (e.g. formal letter, exit interviews or debriefing).

Answers					
0	1	2	3	4	5

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D.6.3 Notification to all relevant stakeholders of the closure of the match (e.g. parents/guardians, teachers, principals etc) is provided by the program.

Answers					
0	1	2	3	4	5

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D.6.4 There is an exit process for those who wish to terminate the relationship prematurely.

Answers					
0	1	2	3	4	5

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D.6.5 There is a transition policy to assist mentees to define the next steps to continue achieving personal goals.

Answers					
0	1	2	3	4	5

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