

MAY 2021

YARRA COMMUNITY CENTRE

YOUTH MENTORING PROGRAM PLAN

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PROGRAM

Yarra Community Centre (YYC) runs a variety of programs for the community and its youth. Our Youth Mentoring Program will support many students in year 11 and who attend our homework club, to make an efficient transition into tertiary studies by providing each of the students with a RMIT student mentor.

Youth mentoring program supports will include:

- Monthly mentoring session
- Career advising
- Campus tours
- Events
- Guest speakers

To be eligible for the Youth Mentoring Program, the student must be part of The Homework Club at Yarra Community Centre and be enrolled in Year 11 studies.

PROGRAM OBJECTIVES

- Increase stakeholder relationships by 20% by 25 November 2021
- Gain strong alliances and relationships with stakeholders
- Increase number of students in Homework Club to be eligible for the Youth mentoring program
- To develop new skills and knowledge in young people such as:

1. Build confidence and self esteem
2. Time management and organisation skills
3. Work on communication skills with peers, adults and public speaking

PROGRAM STAKEHOLDERS

Year 11 students	Attending program, co-program designers (clients)
RMIT students	Mentors
YYC members	Coordinators of the program
Career/Course counsellor	Counsel year 11 students
Teachers	Help year 11 students with better grade outcomes
Local and Federal government	Funding bodies
Philanthropist organizations	Funding bodies
Parents	Support for year 11 students

RESOURCES

<i>Item</i>	<i>Cost</i>
Transport - myki for students	\$600
Drinks and snacks	\$250
<i>Mentors - Training</i>	\$1000
Students - \$20 per session per participant	\$2000
<i>Staff - RMIT</i>	\$1000
<i>Staff - YCC</i>	\$1000
<i>Campus room - RMIT</i>	\$0
<i>Development and management of program</i>	\$0

PROGRAM OUTLINE



Program Element	Description	Timeframe	Responsible
Mentoring relationship induction	Induction session when participants begin the mentoring program explaining their role, responsibilities and how issues need to be raised.	1 – 6 months	1 – 6 months
Monthly Mentor sessions	Mentor will show participants around RMIT and be introduced to different services provided.	1 – 6 months	<ul style="list-style-type: none">• Mentor• participant
Mentoring relationship review	At the end of each program, both the mentor and participant will meet with a YCC team member to reflect on the program.	6 months	<ul style="list-style-type: none">• <u>Yarra</u> Community Centre• Mentor• participant

ETHICAL & LEGISLATIVE REQUIREMENT:

- The Privacy ACT (1988)
- The Equal Opportunity ACT (2010)
- The Children, Youth and Families ACT (2005)
- The Working with Children's ACT (2005)
- Child Safety Standards
- YCC's Standards of Practice – Consent from Parents
- RMIT Policies and Procedures
- YCC Mentoring Program guidelines

TRAINING REQUIREMENTS

- Working with Children and Child Safe Standards Training and Awareness
- Policies and Procedures Training:
 - Reporting an Incident
 - Escalation
 - Privacy (Including record keeping requirements and confidentiality)
 - Consumer Complaints and Feedback Policy and Procedure
- Mental Health First Aid Training
- Staff Induction and Orientation
- Mentor Program Guidelines and Training
- Systems and IT Training
- OHS Training (including transportation for participants)
- Cultural Awareness Training

PROGRAM MONITORING

Tools to evaluate the program:

Feedback forms: The feedback form is the most efficient and economical methods of understanding clients and measuring client's satisfaction. Every 3months time we are planning to distribute the feedback from among the participants. The feedback forms help in improving services and guide if any changes required. In the following feedback form the client could give their suggestion without disclosing their details.

YOUR FEEDBACK IS APPRECIATED	
Your honest answers will give us the opportunity to improve the level of service provided and improve your experience.	
Are you a Mentor/Mentee/others? (please circle)	
How would you rate the experience during this stage? *	
<input type="checkbox"/> 1 – Poor <input type="checkbox"/> 2 - Below Average <input type="checkbox"/> 3 – Average <input type="checkbox"/> 4 - Above Average <input type="checkbox"/> 5 - Excellent	
What was the number 1 reason for your rating?	
<div></div>	
How would you rate how your ideas and thoughts have been heard during this stage? 1=poorly 10=perfectly *	
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10	
How Would you rate your experience with our employees? *	
<input type="checkbox"/> 1 – Poor <input type="checkbox"/> 2 - Below Average <input type="checkbox"/> 3 – Average <input type="checkbox"/> 4 - Above Average <input type="checkbox"/> 5 - Excellent	
How was the Communication with us during this stage? *	
<input type="checkbox"/> 1 – Poor <input type="checkbox"/> 2 - Below Average <input type="checkbox"/> 3 – Average <input type="checkbox"/> 4 - Above Average <input type="checkbox"/> 5 - Excellent	
Can you see any way that communication can be improved?	
<div></div>	
How would you rate the quality of the work you are seeing?	
<input type="checkbox"/> 1 – Poor <input type="checkbox"/> 2 - Below Average <input type="checkbox"/> 3 – Average <input type="checkbox"/> 4 - Above Average <input type="checkbox"/> 5 - Excellent	
Is there anything you would like to see happen during the next stage?	
<div></div>	
Have we missed anything that you feel would make your experience better?	
<div></div>	

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PROGRAM MONITORING

Group Interviews and discussions: Organising every 1month time of intervals with 7-12 participants in one group exchanging information or ideas in face-to-face situation to evaluate the program, progress or any changes required or not. Group interviews and discussions will help to measure the short-term goals. For long-term goals, we are using the feedback forms from the stakeholders.

Group interviews and discussions will take place every 1month interval. Feedback form will conduct every 6monts time. The feedback will be taken from Mentor, Mentee, other stakeholders related to the program.

EVALUATING/REVIEWING THE PROGRAM

For the YCC to evaluate and review the program we understand the importance of receiving feedback from our staff, stakeholders, mentors and importantly students involved in the program.

The YCC will develop a pre and post survey for our students involved in the program. This survey will consist of quantitative and qualitative data to receive the most accurate feedback.

A survey will also be sent to our staff and mentors along with the option to discuss feedback to be included in the final report.

The results and report will be shared amongst our stakeholders.

IMPLEMENTATION SCHEDULE

Priority	Task	Resources required	Timing	Person responsible
1	<u>Consult and engage</u>	<u>Engagement plan</u> <u>Rmit students</u> <u>Year 11 students</u> <u>YYC staff</u>	<u>2-4 weeks</u>	<u>YYC</u>
2	<u>Implementation</u>	<u>Templates</u> <u>Program outline</u>	<u>2 days</u>	<u>YYC</u>
3	<u>Policies and procedures</u>		<u>1 day</u>	<u>YYC</u>
4	<u>Funding applications</u>		<u>2-4 weeks</u>	<u>YYC</u>
5	<u>Hire staff and mentors</u>		<u>1-2 weeks</u>	<u>YYC</u>
6	<u>Training of mentors and volunteers</u>	<u>Food and drink,</u> <u>projector, space to conduct training,</u> <u>info packs</u>	<u>2 days</u>	<u>YYC</u>
7	<u>Marketing and Advertising</u>		<u>3 days</u>	<u>3rd party company</u>
8	<u>Match students with mentors</u>		<u>1 day</u>	<u>YYC</u>
9	<u>Implement mentoring sessions</u>		<u>ongoing</u>	<u>YYC</u>

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THANK YOU

MEMBERS

Ashley, Justin, Mala and Ange

