

Monitoring and Support

(Refer to pages 50 - 52 of the *Guide*)

<p>Consistent and frequent monitoring and support of the mentoring relationship helps ensure the safety of the young person, assess the quality of the relationship being formed, and enables programme staff to respond in a timely manner to specific needs and / or challenges being encountered in the relationship that may otherwise cause it to falter</p>	<p>CHECK</p>
<p>Establish a contact schedule to monitor the mentoring relationship on a consistent and frequent basis.</p>	
<p>Create a questionnaire to use when contacting mentors, mentees and parents/caregivers to check on how the mentoring relationship is progressing.</p>	
<p>Maintain records of the conversations with mentors, mentee and parents/caregivers to monitor progress of the relationship.</p>	
<p>Analyse information obtained through monitoring to assess the quality of the mentoring relationship and to determine any specific support required.</p>	
<p>Establish clear procedures for handling matches that end prematurely including transitioning/re-matching the mentee (refer Section 5.6 for further information).</p>	
<p>Provide ongoing support to mentors and mentees in response to their identified needs and the evolving relationship.</p>	
<p>Provide regular feedback to mentors about the mentee and the relationship to help develop their mentoring skills to meet their mentee's needs.</p>	
<p>Establish procedures for mentors, mentees and parents/caregivers to raise any concerns they may have about the relationship. This should include an escalation process if anyone is dissatisfied with the support they are receiving, and a complaints resolution process to resolve any complaints if they are received.</p>	
<p>Ensure mentors are acknowledged for their contribution throughout the mentoring relationship.</p>	

For each task listed in the Checklist on the previous page, identify your programmes strengths and areas for improvement and the plan for achieving these.

Strengths	Improvements	Action Steps	Timeline	Input/Support Required