



**Standing Tall in
Hamilton Inc.**
School-based Mentoring

Mentor Handbook

Visit Our Website
www.standingtallhamilton.com.au



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OUR VISION & PURPOSE

Vision

To foster a community-driven environment where students are empowered to unlock their full potential.

Purpose

We are dedicated to ensuring that every local child, regardless of background or circumstance, has equitable access to mentorship.

Statement of Commitment

STiH is committed to the safety and wellbeing of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child friendly environment for all children and young people we have contact with, deliver services to, or are impacted by our work. STiH requires all staff and volunteers to uphold these commitments. STiH has specific policies, procedures, and training in place to achieve these commitments.

OUR VALUES



Integrity

We act with honesty, transparency, & accountability.



Compassion

We foster an inclusive & supportive environment for all program participants.



Community Focus

We engage actively within our community & contribute to its wellbeing.



Collaboration

We communicate openly & honestly, valuing diverse perspectives & ideas.



Empowerment

We empower individuals to reach their full potential through mentorship, & support.

By upholding these values and behaviours, we create a supportive and collaborative environment that enables us to make a meaningful difference in the lives of our program participants and the community we live and work within.

MENTORING SESSIONS

Mentoring aims to form a connection with a young person, to support and encourage them to become resilient and achieve their full potential.

We are here to support—not to persuade or judge. Our role is not to impose our values or goals, but to help individuals discover their own potential and pursue what matters most to them. We listen, guide, and introduce opportunities, always respecting personal choices and perspectives.

While we can't make decisions for students, we can help them explore new paths, connect with resources, and uncover possibilities. Ultimately, our aim is to empower young people to stand proud and shape their own future.

CONDUCT

Appropriate clothing and closed-toe shoes should be worn whilst attending our mentoring sessions. The STiH green lanyard with your valid WWCC should be worn to mentoring sessions. Use inclusive language while being respectful of individuals' values and beliefs. Sessions should be student-led. Refrain from any activities that could cause harm or embarrassment.

ACTIVITIES

By actively engaging with your students interests and suggesting exciting activities, you'll help create a rewarding experience for both you and your mentee. Please remember to keep open communication with the Standing Tall team to make sure it's a smooth process. The Standing Tall program can fund one cooking project per term, but outside of this, the school or mentor will need to supply the necessary funding. The Standing Tall activities tub will be available with a range of games/activities to choose from.

ATTENDANCE

Please notify us ASAP of absences, no later than 9:00am on the day. Avoid contacting us after 12:30pm as our team will be preparing activities, travelling, or supervising and may not be able to receive/respond to your message.

Our contact details for your convenience:

Dee, Program Manager: dee@standingtallhamilton.com.au

M: 0432 984 400

Erica, Program Officer: erica@standingtallhamilton.com.au

M: 0412 386 371

Jaymie, Program Support Officer: Jaymie@standingtallhamilton.com.au

M: 0488 712 847

CODE OF CONDUCT



We take pride in our commitment to excellence and ethical behaviour. Our Code of Conduct serves as a guide for all volunteers, outlining the standards of behaviour, ethics, and integrity we expect from each member of our team. An electronic copy of our **Child Safe Code of Conduct** can be viewed via the **Policies** page on our website.

All staff and volunteers are required to:

- Hold a valid Working With Children Check.
- Hold a clear National Criminal History Check.
- Complete Child Safe training in accordance with the National and State Child Safe Standards.

Respect

We treat every individual with respect, dignity, and fairness. Discrimination, harassment, or any form of mistreatment based on race, gender, age, religion, sexual orientation, or any other personal characteristic is strictly prohibited.

Inclusivity

We aim to create an environment where every child is valued, respected, and protected, fostering an inclusive environment that celebrates diversity, promotes equity, and ensures all children—regardless of background or ability—feel heard, valued, and empowered.

Confidentiality

We respect and protect the confidentiality of our students. Volunteers are expected to maintain the privacy of sensitive information.

Professionalism

Professionalism is expected in all interactions. This includes punctuality, effective communication, appropriate wear and a respectful tone in all conversations.

HEALTH AND SAFETY

SAFETY CULTURE

We foster a culture of safety where every mentor plays an active role in identifying and mitigating potential hazards.

EMERGENCY

In the event of an emergency, our team is well-prepared to respond efficiently and effectively.

PHYSICAL CONTACT

We have a no-touch approach. Where activities allow for physical touch, it should:

- Be in response to the participant's need and not that of the mentor.
- Be with the child or vulnerable person's permission – resistance from the person should be respected.
- Never be in the area normally covered by bathers / swimwear.
- Be open and not secretive.
- Be governed by the age and developmental stage of the person.

SAFE WORK

All volunteers are expected to follow safe work practices and guidelines related to their specific school of attendance.

REPORTING SAFETY

If you observe any unsafe conditions, hazards, or near misses, please report them immediately to your supervisor or the designated school representative.

SOCIAL MEDIA

Ongoing contact with participants outside the program is not permitted. The use of social media can pose danger to participants, staff, volunteers and organisations. Current participants of Standing Tall, of any age should not be 'friended' or followed on social media. Be aware that whatever you post online cannot be taken back. Again, only share what you would be happy for a caregiver to see.

Helpful resource: <https://www.esafety.gov.au/>

REPORTING PROCEDURE

If a staff member or volunteer has a reasonable belief that reportable conduct may have occurred, then they must report the incident immediately to the STiH Child Safety Officer. If the incident is a criminal offence, it must also be reported to the police on 000.

REPORTABLE CONDUCT

- A sexual offence committed against, with or in the presence of, a child, whether a criminal proceeding in relation to the offence has been commenced or concluded.
- Sexual misconduct, committed against, with or in the presence of, a child.
- Physical violence committed against, with or in the presence of, a child.
- Any behaviour that causes significant emotional or psychological harm to a child.
- Significant neglect of a child.

QUICK REPORTING SURVEY

Please report any concerns that may arise during weekly mentoring sessions either by speaking to a member of our staff, or by using the **quick reporting survey** via this QR code. Note: You cannot remain anonymous.



COMMISSION FOR CHILDREN & YOUNG PEOPLE

Alternatively, an allegation of reportable conduct can be made directly to the Commission for Children and Young People:

Commission for Children and Young People

Level 18, 570 Bourke Street
Melbourne VIC 3000
Ph: (03) 8601 5281
childsafestandards@ccyp.vic.gov.au
Website: www.ccyp.vic.gov.au

Standing Tall Child Safety Officer

Phone

03 4520 9324

Email

office@standingtallhamilton.com.au

Address

Suite 11B, Maryknoll Centre
130 Lonsdale St, Hamilton VIC 3300



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School-based Mentoring

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