

Mentoring Agreement (Terms of Use)

The Southern Cross University (SCU) Mates Peer-Mentoring Program (SCU Mates) supports current SCU students. By participating in the program, I agree to the following terms and conditions:

- * I understand that I am voluntarily entering into a mutually beneficial relationship. I agree to meet with my mentoring partner as needed over a 4-month period.
- * I understand that the goal of the program is to have conversations about various topics and share knowledge and experience related to being a student at SCU.
- * I will keep open lines of communication with my mentoring partner and inform them of any changes that may affect my participation in the program.
- * I understand that discussions that occur between my partner and I will remain private and confidential, and no information will be shared with third parties without the express permission of each partner.
- * I understand that any information entered in the online mentoring platform will not be confidential, as it will be available for program managers to review in order to assess the overall program effectiveness and participant satisfaction. Please note that Journal entries are confidential and hidden even from the program administrators. They can be viewed in the database, but regular admin users do not have access to them.
- * If I decide to withdraw from the program, I will inform my mentoring partner and email scumates@scu.edu.au.
- * I will complete an evaluation at the conclusion of the program.
- * There are various benefits for being a Mentor/Mentee in the SCU Mates program, but neither party is entitled to payment.
- * Mentors acknowledge that they are not counsellors and should refer the Mentee to 1800SCHELP (1800724357) for support and advice outside the scope of the Mentoring role.

The MentorEase Platform and the Privacy of Personal Information

SCU Mates is managed through a web application (Platform) called MentorEase, which has been customised for SCU Mates. MentorEase is a product of Giant Step Inc., based in Toronto, Ontario, Canada. Personal information provided by program participants will be stored on Microsoft server facilities located in the state of Victoria, Australia.

SCU Mates and MentorEase will take all reasonable steps to ensure that recipients of the personal information comply with Australian privacy laws.

SCU Mates, its staff, volunteers, contractors, or agents, will not be liable for the recipient's breach of Australian privacy laws for the information they provide on the Platform. Further, users may not be able to seek damages under those laws.

By participating in the program, I agree that my name, course, skills, and topics of interest could be made available to other participants. Also, my contact number and email address will be made available to my mentoring partner or potential partner through the Platform. This information will be shared for the purpose of connecting and will adhere to the Southern Cross University Privacy Policy.

I agree not to use the online Platform for any purpose that is unlawful. Further, I agree not to act in any way that might burden, impair, disable or damage the Platform itself or other participants of the Platform.

Breaches of the Terms & Conditions

Any breach of the terms and conditions mentioned here may result in termination of the Mentor/Mentee connection at the discretion of the Volunteer Program Officer.

The parties involved may be given the opportunity to comment prior to a decision being made, should a breach be found.

Contact for Concerns, Complaints or Questions

If you have any concerns, complaints or questions, please contact scumates@scu.edu.au.

We endeavour to respond to any inquiry in a timely manner, and any actions taken are at the discretion of Southern Cross University.