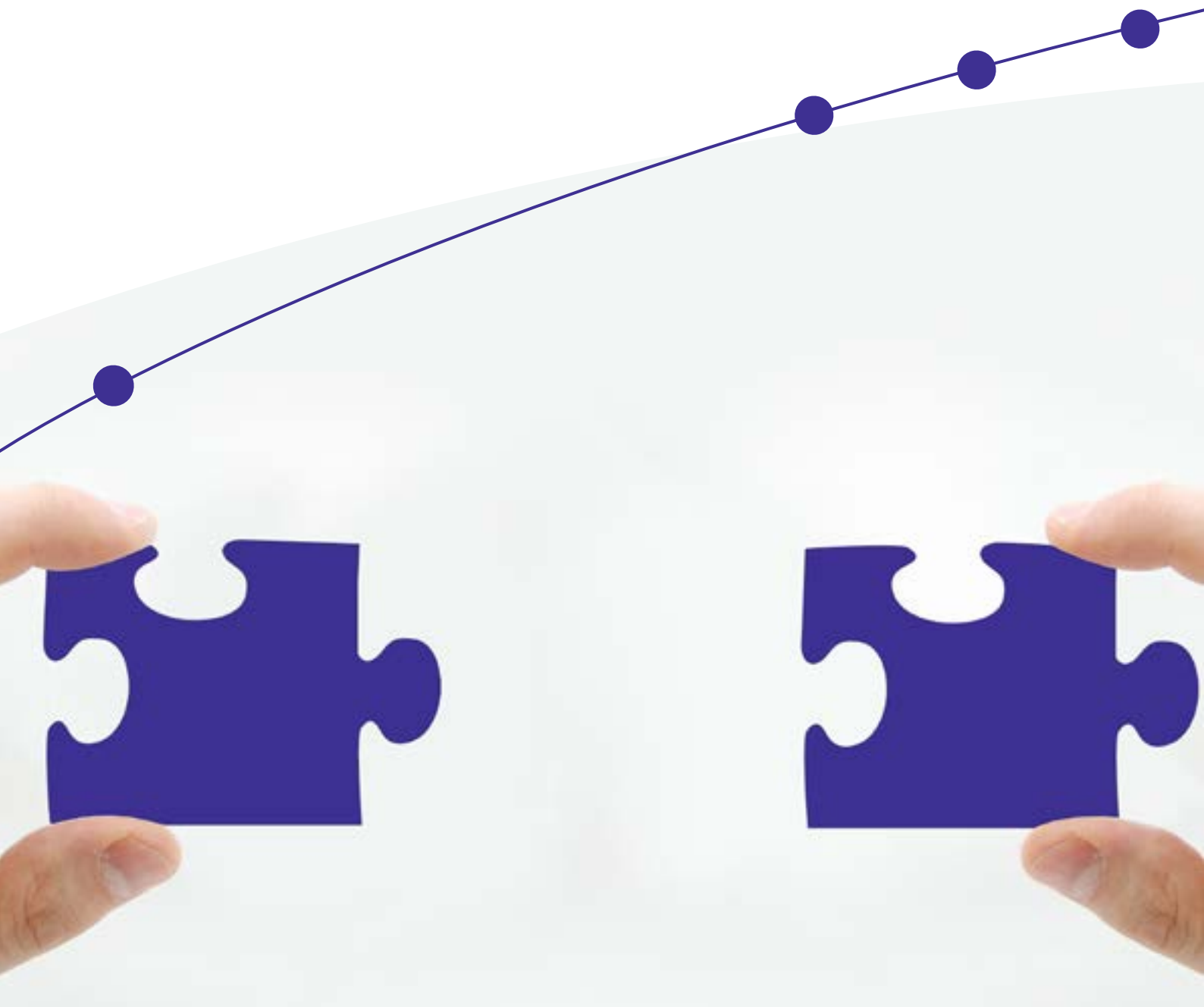


# ZOOM

Peer Mentoring Program

HANDBOOK



# Welcome to the ZOOM Peer Mentoring Program!

The Zoom Peer Mentoring Program has been developed to harness the unique knowledge a senior student with a disability and/or lived experience of mental illness has from studying at UQ.

From navigating the campus, balancing study and other commitments to understanding the struggles and barriers UQ students with a disability or lived experience of mental illness may face.

The program focuses on three key areas of support including:

- Practical advice: study tips, navigating university life and insight into programs
- Social support: making friends and networking
- Matching you with a peer who can share their experience of university

## Program Goals

This is a goal orientated program and the length of the mentor - mentee relationship will depend on the goals and mentor-mentee agreement developed.

The ZOOM Peer Mentoring Program will work in conjunction with Student Services to:

- Enhance the student experience
- Enhance a sense of belonging and connection to the UQ community
- Improve retention of students with disabilities
- Provide leadership opportunities for students with disabilities
- Enhance knowledge on disability within schools and faculties
- Compliment current programs within Student Services

## Zoom Mentoring Definitions

### PEER

Can be defined as a UQ student with a disability or lived experience of mental illness.

### ZOOM PEER MENTOR

Can be defined as a UQ Student who has been studying for more than three years and has successfully completed the ZOOM Peer Mentor induction.

### ZOOM PEER MENTEE

A student engaged in their first year of study with a disability who has completed the application process and is requesting a mentor.

## Mentoring Guidelines

### WHAT IS ZOOM PEER MENTORING?

Peer mentoring has been defined as a relationship, which has mutual benefits for all parties involved, and is generally used to help a less experienced person achieve their goals by receiving assistance and guidance from a more experienced person who has successfully navigated these challenges.

Zoom Peer Mentoring aims to enhance the UQ student experience and support our students with disabilities and or a lived experience to reach their potential by providing a program that supports the development of social connections, and the sharing of knowledge through lived experience.

# Description of Roles

## Peer Mentor

ZOOM Peer Mentors are UQ students who have a lived experience of disability and or mental illness and wish to provide other students who experience disability and or a lived experience of mental illness with social support, practical advice and guidance in relation to studying at UQ.

The mentor will have undertaken Student Leader training as well as specific ZOOM induction and agreed to their obligations within this document and training.

### KEY OBJECTIVES OF THE MENTOR

- Promote inclusiveness through becoming a UQ leader
- Support the development of a holistic peer mentoring framework during this pilot phase of the program
- Provide information to mentees regarding aspects of university life. E.G: Coursework, campus knowledge, student services and share your own university experiences with new students
- Empathise, motivate and be a form of support for mentees

### DESIRED CHARACTERISTICS

- Honest and trustworthy
- Ability to empathise
- Good communication skills
- Good listening skills
- Have the ability to build rapport
- Have the ability to work as part of a team
- Interested in the development of other students

### BENEFITS OF BECOMING A MENTOR

- Improved leadership skills
- Professional growth
- Increase confidence
- Sense of fulfilment and personal growth
- Opportunities to apply for the UQ Advantage Award
- Access to Student Leaders training and development including the Student Leaders appreciation night

### WHAT WILL MY MENTEE EXPECT FROM ME?

- I will respect their privacy.
- I will keep scheduled appointments and give advanced notice if I am running late to a meeting or if the meeting time cannot be met.
- I will maintain a professional manner and treat the mentee with respect throughout the whole mentoring relationship.
- I will provide guidance in all aspects of university life including studying with a disability and or lived experience of mental illness.

### WHAT A MENTOR IS NOT

- Career/Academic advisor
- Counsellor
- Tutor

## Mentee

A mentee is a UQ student who has expressed interest in having a mentor to assist them with specific goals in relation to improving social supports, developing a understanding of university expectations and building a mentor relation with someone who has experienced disability and or mental illness as a student.

### THE MENTEE MUST BE

- Willing to meet/contact the mentor at the agreed times
- Willing to understand the role of the mentor, and what it does and/or does not include
- Willing to respect the privacy of the mentor
- Willing to develop clear goals that you wish to achieve with your mentor

### BENEFITS OF BECOMING A MENTEE

- Improve confidence and communication within the academic environment
- Develop your social network
- Identify and meet goals
- Gain insight into the university

### WHAT WILL MY MENTOR EXPECT OF ME?

- Respect of privacy - do not disclose information on the mentor without consent
- Prior notification if scheduled appointments cannot be kept, or if you are running late
- Respect of boundaries - refraining from contact out of arranged meeting times
- Maintaining a professional manner

### WHAT CAN I EXPECT FROM THE STUDENT SERVICES?

- Where possible, to be matched with an appropriate mentor/mentee according to your registration details
- Contact after orientation (or the initial meeting) to ensure both parties wish to continue with the mentoring relationship, then twice a semester to discuss any current or potential mentor/mentee issues
- A consistent point of contact should any problems arise
- To facilitate mediation between mentor and mentee, if required
- Keep you up to date with Student Leader events and PD opportunities

# Application Process

Students are able to apply for the mentor program twice a year in September and April through the online Student Leaders application portal. You will be asked to answer a few questions in relation to your experience as a student and will be required to complete the online Student Leaders training prior to starting as a ZOOM peer mentor.

The training and application process will be fully supported by our Disability Advisors and trainers. Adjustments can be made to any aspects of the training and application process to ensure you can equitably complete the application and training if successful.

## PROGRAM EXPECTATIONS

- It is expected that both mentor and mentee will have a genuine desire to learn from this experience and will therefore follow the guidelines and expectations set out in this handbook.
- Develop a professional relationship that is honest and respectful
- Respond to all communication efforts in a timely manner
- Observe confidentiality and professional standards of behaviour at all times
- Be objective and non-judgmental
- Agree upon a regular meeting time suitable for both parties
- Agree to work towards the goals as defined in the mentoring agreement

- Contact Disability Services with any concerns or difficulties brought to your attention
- The ability to commit to regular contact with mentee/mentor.
- All reasonable steps must be taken to ensure study, work and personal circumstances will permit the opportunity to build a mentoring relationship. We ask the above are taken into consideration upon the commencement of this program
- Both mentor and mentee will be asked to sign a consent form prior to commencing the program agreeing to the guidelines set out in this handbook.
- First year students with a disability and/or lived experience of mental illness will be eligible for the program by registering with Disability Services.



[uq.edu.au/student-services](https://uq.edu.au/student-services)



(07) 3365 1704

## GRIEVANCE PROCEDURES

It is important that Disability Services be notified of any incidents involving disruptive, offensive or violent behaviour. Student Services will respect confidentiality of both parties in any event, and any recurring engagements will be limited to those directly involved in the mentoring relationship.

Student Services will organise a mediation meeting between the students with a ZOOM mediator whose presence is agreed upon by those affected. Please refer to My Advisor for more information regarding the University's grievance policies.

## FEEDBACK

This program aims to be designed for students with disabilities and or mental illness by students with disabilities and or mental illness. We will also ask you at the completion of your Zoom program to complete an online survey.

This information is invaluable to making sure this program is successful and meets the needs of the students we wish to support now and in the future.

## WORKPLACE HEALTH AND SAFETY

The University of Queensland abides by an Occupational Health and Safety Policy that applies to staff, students, visitors, contractors and volunteers that participate in all areas of activities.

# Workplace Health and Safety

Students have an obligation to follow the policy regarding safety procedures involved.



[uq.edu.au/ohs](https://uq.edu.au/ohs)

## MEDICAL EMERGENCY PROCEDURES

Mentors and mentees must be mindful that extra precautions may need to be taken to ensure the safety of all participants at all times. There may be students with pre-existing conditions and you need to know what to do if, for example, a student collapses. If either the mentor or mentee has a condition that may require an emergency response they will be required to share this information with their mentor or mentee during the initial meeting.

The prescribed University procedure in case of medical emergency is as follows:

- Remove persons from danger if safe to do so
- Apply first aid if appropriate

- Alert Security through extension 53333 or phone 3365 3333 and they will call an ambulance if required. State:
  - Your name and contact phone number
  - The exact location of the emergency – building name, floor and room number
  - Number of persons injured
  - Nature of accident / injury
  - What action has been taken
  - Arrange an easily located point to meet the emergency team and guide them to
    - the spot
  - Delegate people to stay by the phone, and people to meet the emergency team.

## FIRE EMERGENCY PROCEDURES

You should familiarise yourself with the fire exits in every building in which you have Zoom Peer Mentoring sessions. It is your responsibility to make yourself

aware of the location of these fire exits in the first session.

The prescribed University procedure in case of fire is as follows:

- Alert Security through extension 53333 or phone 3365 3333 and they will call the Fire Brigade.
- Follow instructions of Building Fire Warden
- Warn personnel / evacuate as necessary
- Confine fire if possible, however your safety takes priority

## EMERGENCY PHONE NUMBERS

### SECURITY

extension 53333 (or phone 3365 3333). This is the only number you need to know. Security will arrange and coordinate all emergency response teams from outside the University.