



## Mentoring Agreement

### What mentoring is and isn't

The CFA Mentoring Program is designed to foster a partnership between a more experienced person (the mentor) and someone less experienced (the mentee), to facilitate personal and professional growth. It enables mentees to access a fresh, different perspective from mentors who are experienced and understand the challenges and opportunities of consumer advocacy. Mentees will be carefully matched to mentors to encourage productive mentoring partnerships.

### Mentoring partnerships can explore a mentee's

- ▶▶ career ambitions;
- ▶▶ approach to consumer advocacy;
- ▶▶ leadership attributes; or
- ▶▶ career motivations.

Mentoring is not training, coaching or providing technical skills. Nor should it be treated as performance management. Mentoring is not rescuing, nor is it counselling.

### Your commitment

Mentees and mentors will have around 8 mentoring sessions from February to November, each of one hours duration. Mentors and mentees should allow time to prepare for each mentoring session, as well as following up after mentoring sessions.

Mentoring sessions will be conducted via videoconferencing and mentees should take responsibility for scheduling mentoring sessions at a mutually suitable time.

At the conclusion of the program in June we encourage mentees and mentors to maintain their professional connection, even though the formal mentoring component will end.

### Confidentiality

Trust in the mentoring relationship is paramount. Both the mentor and mentee agree to keep all conversations and session content confidential between themselves. An exception is where there is permission to disclose any information or where either the mentor or mentee considers that there is a significant need to disclose information to a third party.

### Where to go for help and support

The Consumers' Federation of Australia will provide support to mentees and mentors throughout the program.

If you have any concerns about the mentoring program, or issues raised during a mentoring session, please disclose them to the coordinator at [mentoring@consumersfederation.org.au](mailto:mentoring@consumersfederation.org.au). If you are not satisfied with the response you receive, you are able to escalate your concern to the Chair of the Consumers Federation of Australia at [chair@consumersfederation.org.au](mailto:chair@consumersfederation.org.au).



**The mentor agrees to support the mentee by:**

- ▶▶ Maintaining a professional and ethical working relationship.
- ▶▶ Listening attentively and being a sounding board.
- ▶▶ Sharing your own real-life lessons, mistakes and anecdotes which are relevant to the mentee situation or goals.
- ▶▶ Maintaining confidentiality and respect.
- ▶▶ Challenging the mentee appropriately in respect to the attainment of nominated goals.
- ▶▶ Valuing the mentee.
- ▶▶ Keeping all commitments regarding the scheduling of mentoring sessions.
- ▶▶ Being non-judgemental and accepting of differences in people and their style of working.
- ▶▶ Being open, honest and respectful in all communications with the mentee.

**The mentee agrees to:**

- ▶▶ Participate in honest, respectful and relevant conversations.
- ▶▶ Reflect regularly on what you are learning and what you want to explore next.
- ▶▶ Be open to change, being challenged and learning.
- ▶▶ Maintain a sense of open-mindedness and possibility in respect to the ideas and suggestions proposed by your mentor.
- ▶▶ Maintain confidentiality and respect.
- ▶▶ Drive the success of the mentorship – speak up if anything is not working, seek clarification if anything is unclear.
- ▶▶ Participate fully, follow through on agreed actions and be prepared for meetings with topics for discussion.

**I agree to participate in the CFA Mentoring Program as a mentor/mentee.**

Signature