

FAQS

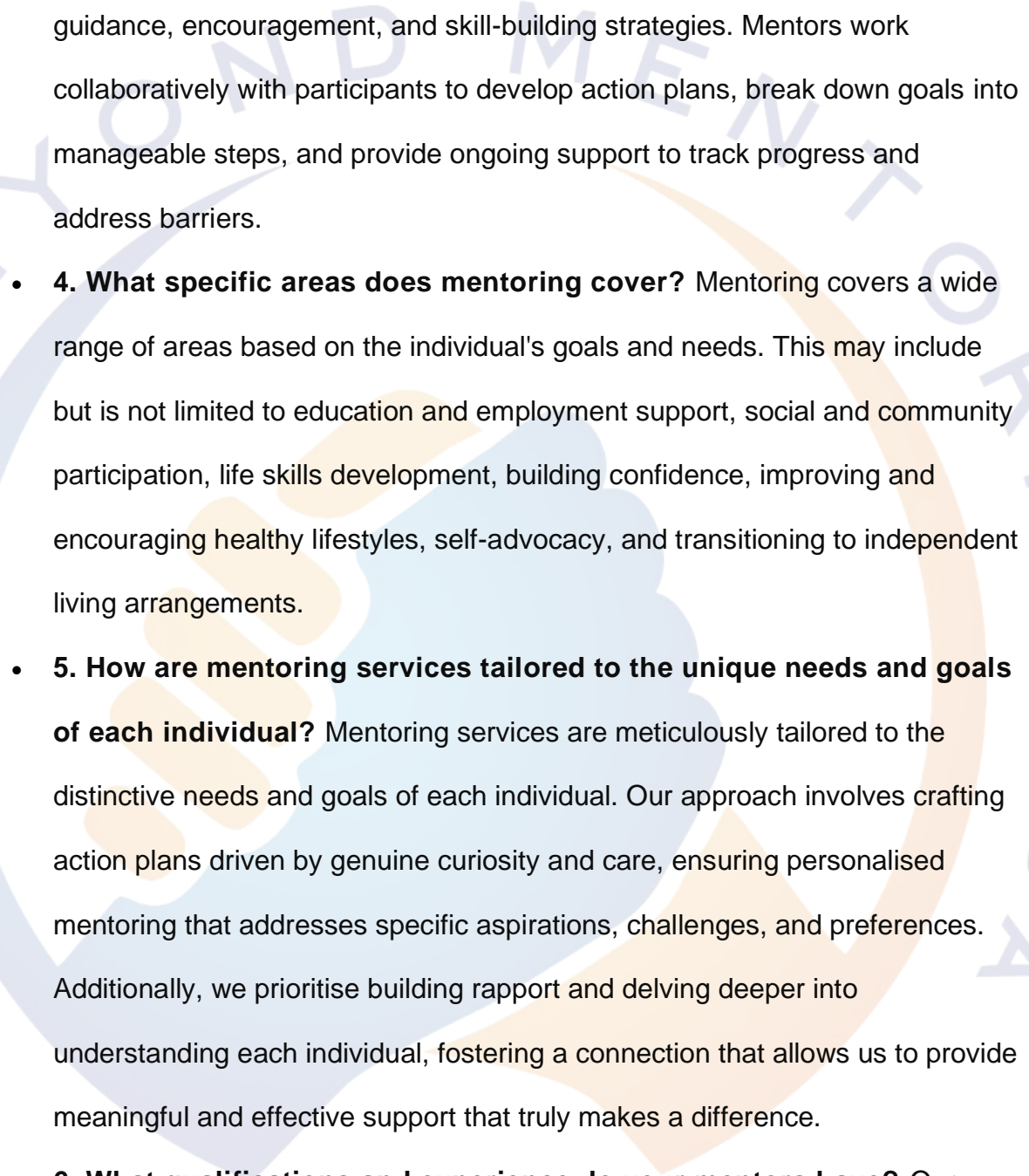


FAQs

Frequently Asked Questions (FAQs) provide answers to common queries that individuals may have regarding a particular topic or service. Below, you'll find a compilation of FAQs related to Beyond Mentoring SA. These FAQs aim to address common queries and provide clarity to users seeking information.

Please feel free to explore the following FAQs to find answers to your questions. If you don't find the information you're looking for, don't hesitate to reach out to us directly for further assistance. We're here to help!

- **1. What is mentoring, and how does it differ from other support services available under the NDIS?** Mentoring is a personalised support aimed at facilitating impactful relationships and assisting individuals in achieving their goals and enhancing their independence. Unlike other support services available under the NDIS, such as therapy or personal care, mentoring focuses on empowering individuals through guidance, encouragement, positive relationships, and skill-building tailored to their specific needs and aspirations.
- **2. Who is eligible to receive mentoring services?** Mentoring services are open to all individuals, and everyone is welcome, whether they are NDIS participants or not. Our services extend to private participants, including those with disabilities and those without. We are committed to providing support to anyone who can benefit from our mentoring regardless of their NDIS status or ability.

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- **3. How can mentoring help individuals achieve their goals and improve their independence?** Mentoring can help individuals to achieve their goals and improve their independence by providing personalised guidance, encouragement, and skill-building strategies. Mentors work collaboratively with participants to develop action plans, break down goals into manageable steps, and provide ongoing support to track progress and address barriers.
 - **4. What specific areas does mentoring cover?** Mentoring covers a wide range of areas based on the individual's goals and needs. This may include but is not limited to education and employment support, social and community participation, life skills development, building confidence, improving and encouraging healthy lifestyles, self-advocacy, and transitioning to independent living arrangements.
 - **5. How are mentoring services tailored to the unique needs and goals of each individual?** Mentoring services are meticulously tailored to the distinctive needs and goals of each individual. Our approach involves crafting action plans driven by genuine curiosity and care, ensuring personalised mentoring that addresses specific aspirations, challenges, and preferences. Additionally, we prioritise building rapport and delving deeper into understanding each individual, fostering a connection that allows us to provide meaningful and effective support that truly makes a difference.
 - **6. What qualifications and experience do your mentors have?** Our team of mentors comprises professionals from various fields, qualifications and experience, including disability support, nursing, education, psychology, exercise science and personal trainers, as well as individuals with diverse life

and lived experiences. Each mentor has a specific niche or area of specialisation, allowing us to match individuals with the mentor best suited to support their unique needs and goals.

- **7. Can individuals choose their mentor, or is one assigned to them?**

At our organisation, we prioritise ensuring that each participant is paired with the mentor we believe will be the right fit for their unique needs, goals, and personality. However, participants always have choice and control in the process. We conduct trial sessions before a service agreement is signed, allowing participants to assess the compatibility with their mentor's personality. If they are not satisfied with the fit, we are committed to providing an alternative mentor. We understand that we may not suit everyone, and we will always strive to be flexible and accommodating in ensuring the best possible match for each participant. If we feel that we do not have a suitable mentor available, we will be open and transparent with the participant about exploring other options or resources.

- **8. How often do individuals typically meet with their mentor, and for how long?**

The frequency and duration of mentoring sessions vary depending on the participant's goals, preferences, and available funding. Sessions may occur weekly, biweekly, monthly, or be facilitated through group sessions. Our mentoring sessions have a minimum duration of two hours to allow for meaningful engagement and progress. For optimal results, we recommend weekly sessions to facilitate rapport and create consistency in support, as well as progress towards goals. We understand the variances in NDIS funds and financial considerations, and we are committed to maximising value. Therefore, we strive to create longevity and consistency throughout all

plans and budgets, ensuring that participants receive continuous support tailored to their evolving needs.

- **9. Are mentoring services provided in-person, online, or both?** Our mentoring services are predominantly conducted in person but can also be facilitated online, depending on the participant's preferences, accessibility, location, and technological capabilities. The mode of delivery is flexible to accommodate the individual's needs and circumstances.
- **10. What is the process for accessing mentoring services, from initial inquiry to ongoing support?** The process for accessing mentoring services begins with an initial inquiry or referral from the participant, their family, carer, allied health team, or support coordinator. Our team then conducts an assessment to understand the participant's goals, needs, and preferences, developing a personalised mentoring plan in collaboration with the participant. This process aligns and is continued with our seven-step action plan;
 11. Discovery Session
 12. Match the Mentor
 13. Engage in Trial Session
 14. Service Agreement
 15. Formulate a Success Plan
 16. Collaborate
 17. Feedback and Tailor
- For further information on our Seven Step Action Plan, individuals can visit our Home page on www.BeyondMentoringSA.com.au
- **11. What are the costs associated with receiving mentoring, and how are they determined?** The costs associated with receiving mentoring vary

depending on factors such as the frequency, duration of sessions and level of support required. Our prices are in line with the NDIS price guide, ensuring transparency and integrity in our pricing structure. Private participants are also charged at the same rate, maintaining consistency and fairness for all individuals accessing our services.

- **12. Can mentors assist with navigating the NDIS system and understanding participant plans?** No, we do not directly assist with understanding participant plans, as that falls within the scope of an NDIS support coordinator. However, we can provide advocacy and literacy support if necessary, ensuring that participants have the resources they need to navigate their plans effectively. Additionally, we will do our best to connect them with services that would best suit their needs, enhancing their overall support network.
- **13. How do mentors support individuals in setting and achieving their goals outlined in their NDIS plans?** Mentors support individuals in setting and achieving their NDIS goals outlined in their NDIS plans as well as individual goals. We work collaboratively with participants and their support teams to develop action plans, break down goals into manageable steps, and provide ongoing support and feedback to track progress and address barriers.
- **14. What happens if someone's needs or goals change over time? Can mentoring services be adjusted accordingly?** If someone's needs or goals change over time, mentoring services can be adjusted accordingly through ongoing assessment, planning, and communication between the participant, support networks and their mentor.

- **15. How does confidentiality and privacy work in mentoring sessions?** Confidentiality and privacy are maintained in mentoring sessions through adherence to strict confidentiality protocols and professional ethical standards. Information shared by participants remains confidential and is only disclosed with their consent or as required by law.
- **16. What are some success stories or outcomes that individuals have achieved through mentoring?** Success stories and outcomes achieved through mentoring include individuals gaining employment or volunteering opportunities, developing independent living skills, improving social connections and relationships, increasing confidence and self-esteem, and achieving personal milestones outlined in their goals. Please feel free to watch and read our testimonials. [Beyond Mentoring SA - YouTube](#)
- **17. How does your organisation ensure inclusivity in providing mentoring services?** Our organisation is deeply committed to fostering inclusivity in all aspects of our mentoring services. We prioritise creating an environment where everyone, regardless of background or identity, feels valued, respected, and supported. Additionally, providing ongoing training and support to our team develop their skills and awareness.
- **18. What is the duration of mentoring services, and is there a limit on how long someone can receive support?** There is no specific limit on how long someone can receive support; rather, the duration of support is tailored to the individual's goals, progress, and ongoing needs. Some participants may only require support for a short time to achieve their goals, while others may need ongoing support to maintain progress and address

evolving needs. We remain flexible to ensure that participants receive the level of support that best meets their individual circumstances.

- **19. How can family members or support networks be involved in the mentoring process, if desired?** Family members or support networks can be and are encouraged to be involved in the mentoring process if desired by the participant. Our team values collaboration and communication with all people involved in the participant's support network to ensure a holistic and coordinated approach to achieving their goals.
- **20. Is it possible to have multiple mentors?** Yes, it is possible to have multiple mentors if desired by the participant and deemed beneficial to their support needs and goals.
- **21. Will the mentor remain consistent for each session, or is there a possibility of it changing from one session to another?** Once matched with a mentor, they will be your permanent mentor to foster longevity and consistency in your mentoring relationship. However, we understand that mentors may occasionally need to take leave. In such cases, you will have the option to choose a temporary replacement mentor, subject to availability.

While we strive to combat turnover in a high-turnover industry, it's important to note that mentors may occasionally move on. In such instances, we will work diligently to ensure continuity and consistency by facilitating smooth transitions and providing ongoing support throughout the process.

Didn't find what you're looking for? Reach out to our team via hello@beyondmentoring.com.au and we'll help you!

