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**Policy and Procedure - Responding to Enquiries**

GenYZ Mentoring

**Purpose**

Our policy is designed to ensure courteous, timely and informative responses to all enquiries about our program, bearing in mind that confidentiality begins at this early stage. The policy refers to enquiries made by both potential mentors and young people. Enquiries for young people may also be made on their behalf by a referring agency, parent or guardian.

**Policy**

GenYZ staff should respond to enquiries about participation in the program as soon as possible and should be courteous, patient and respectful to all enquirers. Confidentiality begins at first contact for all potential participants.

We are committed to providing a clear overview of the program, as well as determining if a genuine interest in participating exists.

Enquiries to GenYZ serve as a first-line screening tool for program participants.

All program staff are trained in the use of our enquiry procedure.

**Procedure**

*Individuals asking about program participation, or making a referral, should speak directly to mentor program staff. If they are unavailable, other agency staff should take a message and inform the individual that they will be contacted as soon as possible.*

Program staff should follow the following procedure:

1. Enquiries are recorded on adatabase on the GenYZ intranet, including how the person heard about the program and contact details for future follow up.

2. Program staff should give a verbal overview of the program. The overview includes:

* a description of the program and its objectives
* time and duration commitments
* a description of the application and screening process for mentors and/or the referral process for young people.

3. Program staff should ask a small number of questions to ascertain if the enquirer will be eligible to be part of the program. If it is quickly established that they are ineligible, program staff should make an attempt to redirect the call to a more suitable alternative or a generic community resource that may help the enquirer find what they are looking for.

4. Prospective mentors wanting more information, or wanting to attend an information session, should receive the following in person, by mail or email:

* a program brochure
* a mentor position description
* a mentor application form
* the times and dates of relevant orientation sessions.

5. Prospective young people wanting more information, or to make a referral, should receive the following in person, by mail or email:

* a program brochure
* a young person position description
* a young person referral form.