iTrack: The Smith Family's online mentoring program

What is *iTrack*?

iTrack is The Smith Family's online mentoring program that supports students who are beginning to develop their post-school plans. It provides a unique opportunity to receive one-to-one support from a person who has experience in the workforce.

Students are paired with a mentor who can offer experience and advice about post-school options. Together you participate in online chat sessions and activities. It can be great to chat with an adult outside of your family and school environment. Mentors listen to your ideas and help you clarify what direction you might want to take in the next few years – and beyond!

How it works

- The program runs for two terms, excluding school holidays (a total of 18 weeks).
- You will need to be available for an hour on the same day each week to chat online with your mentor using the iTrack Chat Platform, The Smith Family's secure chat-room website.
- You will receive induction and training on how to use the website and get the best out of iTrack.
- All mentors are screened inducted and trained by The Smith Family before chatting with a student
- The Smith Family is committed to the wellbeing and safety of students and mentors. Child protection policies are in place to meet duty of care obligations. All online interactions are monitored.

Is *iTrack* right for you?

- **Yes** – if you are not sure how to translate your study interests into a job/career/further study plans.
- **Yes** – if you have a number of ideas for your future but are not sure how to explore them.
- **Yes** – if you have an idea of a career/job but are not sure how to get there.
- **Yes** - if you want to interact with an adult who is outside your family and social group, and will be non-judgmental and supportive.
- **Yes** – if you have access to a device (eg laptop or other device) and reliable internet.
- **Yes** – if you are able to commit an hour one per week for the duration of the program.

What have past students said?

"You have helped a lot and opened my mind some more with all the possibilities and options I could take – I now have a clear view of what I need to achieve my goals – thank you." ***– iTrack student***

"I am a lot more decisive about my future options and career choices" ***– iTrack student***

"I've been able to manage my study plan time and my marks have increased. I'm feeling more positive with myself in going to uni, and have put in for a job as well as work experience" ***– iTrack student***

iTrack : Information for Parents

Why should my child participate?

Evaluations of the program show that after participating in *iTrack*;

- Students are more determined to maintain their involvement in education and training
- Students develop positive and supportive relationships with adults outside the school and family environments
- Students understanding of study and career pathways and planning is increased by participating in *iTrack*
- Students have increased aspirations for their post-school future

How safe is my child if they participate?

The Smith Family has strategies in place to ensure that your child is not placed at risk:

- All mentors undergo police checking and state specific screening, participate in training to brief them on their roles and responsibilities and are provided with ongoing support.
- Only first names are used and no identifying information (such as phone numbers, addresses) is exchanged.
- Your child is only allowed to contact their mentor one hour each week through the secure website.
- Mentors and students are not permitted to meet outside the boundaries of the program.
- Parents and carers are asked to support the program by supporting their child's engagement in the program and ensuring that contact between children and mentors is within the boundaries of the program.
- The Smith Family monitors online contacts on the iTrack Chat Platform through transcript checking.
- Please also read the attached Smith Family Privacy Policy.

How safe is my child online?

Mentors and students communicate for an hour after school each week in a safe online environment where they work together on exploring possible future study and career pathways using the *iTrack Chat Platform* - the Smith Family's secure chat-room website.

The Smith Family employs screened volunteers to monitor all chat conversations. Any and all concerns about your child's safety or wellbeing are escalated.

Please also read the attached iTrack Terms and Conditions for Online Chat Platform Users.

Next steps

To participate in The Smith Family's iTrack program, please complete the following;

- Please read all the information and sign the iTrack - Parental Consent Form.
- Have your child complete and return the Student Application Form, Student Profile Form and consent forms.
- Students are interviewed to assess suitability to the program and may be placed on a wait list if there are more applications than places.
- Encourage your child to be an active participant each week and encourage them to discuss iTrack with you.