

Mentee Handbook 2025

Faculty of Health



This manual was written by Emma Smith, Blue Mahy, Rosie Wilson and Natalie Stefanic from the Faculty of Health. Feedback on this handbook or suggestions for future editions are welcome and can be emailed to health-mentor@deakin.edu.au.

While care has been taken with the preparation of this Handbook, Deakin University reserves the right to alter, amend or delete details listed and other information provided.

Table of Contents

<u>Welcome</u>	<u>4</u>
<u>The Wider Team</u>	<u>5</u>
<u>Expectations of Mentees.....</u>	<u>6</u>
<u>The Mentoring Relationship.....</u>	<u>7</u>
<u>Your Goals</u>	<u>9</u>
<u>Program Schedule.....</u>	<u>10</u>
<u>Health Students' Support.....</u>	<u>12</u>
<u>Deakin Services</u>	<u>14</u>
<u>Academic Integrity.....</u>	<u>17</u>
<u>FAQs.....</u>	<u>18</u>

Welcome

Welcome to the Faculty of Health's Peer Mentor Program! By joining the program as a mentee, you are giving yourself the best possible chance of quickly getting settled into Deakin as a new student.

This handbook was created to help guide you on getting the most out of the program, providing you with ideas on what to expect from the program and your mentor, what mentoring is all about, and other considerations.

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The Wider Team

The Peer Mentor Program is supported by staff and student volunteers.

Partnerships and Engagement Team

The Peer Support Program falls under the Partnerships and Engagement team, which has offices at Burwood and Waurin Ponds campuses. The team is also responsible for planning orientation, student engagement programs (such as THRIVE), Work Integrated Learning, Student Mobility, partnerships (with industry) and international student support.

Emma Smith is the Peer Support and Transition Coordinator.

Natalie Stefanic is the Senior Student Engagement Officer.

Abigail Sia is the Transition and Engagement Officer, supporting international students, including through the Health International Network (HINT).

Questions to the team can be sent to health-mentor@deakin.edu.au. This inbox is monitored during normal business hours. Due to occasional busy periods, please allow for a 1–2-day response time.

Mentor Program Support Officers

Mentor Program Support Officers are experienced student mentors who are employed on a casual basis. They assist with the delivery of the mentor program, run drop-in sessions, support mentors, provide critical input in future development of the program and participate in the program's promotion and social events.

Peer Mentors

Peer Mentors are volunteer experienced students within the Faculty of Health who help new students navigate Deakin University resources and the transition into university life.

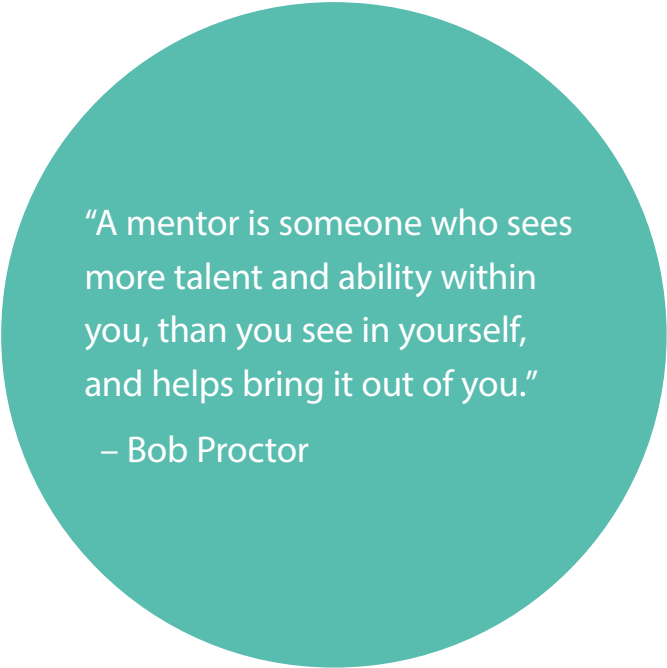
Expectations of Mentees

It is firstly important to emphasise that your mentors are volunteers. In addition to their own responsibilities to their studies and potential work or other commitments, they volunteer their time to help ensure new students (you!) get the support they need. While they receive some benefits and a reward for this volunteering work, the position is unpaid.

Secondly, as a mentee, you must abide by [Deakin's Student Code of Conduct](#) (as do mentors).

We expect you will

- Try your best to participate in the program and attend all your mentor meetings. If you're unable to attend a meeting, you must let your mentor know ASAP.
- Be respectful to others in the program and uphold the health, safety and privacy of others at Deakin.
- Respect your mentor's time and effort in responding to their communication with you, even if it is just a quick note of thanks.
- Inform your mentor and email health-mentor@deakin.edu.au if you wish to withdraw from the program.



"A mentor is someone who sees more talent and ability within you, than you see in yourself, and helps bring it out of you."

– Bob Proctor

The Mentoring Relationship

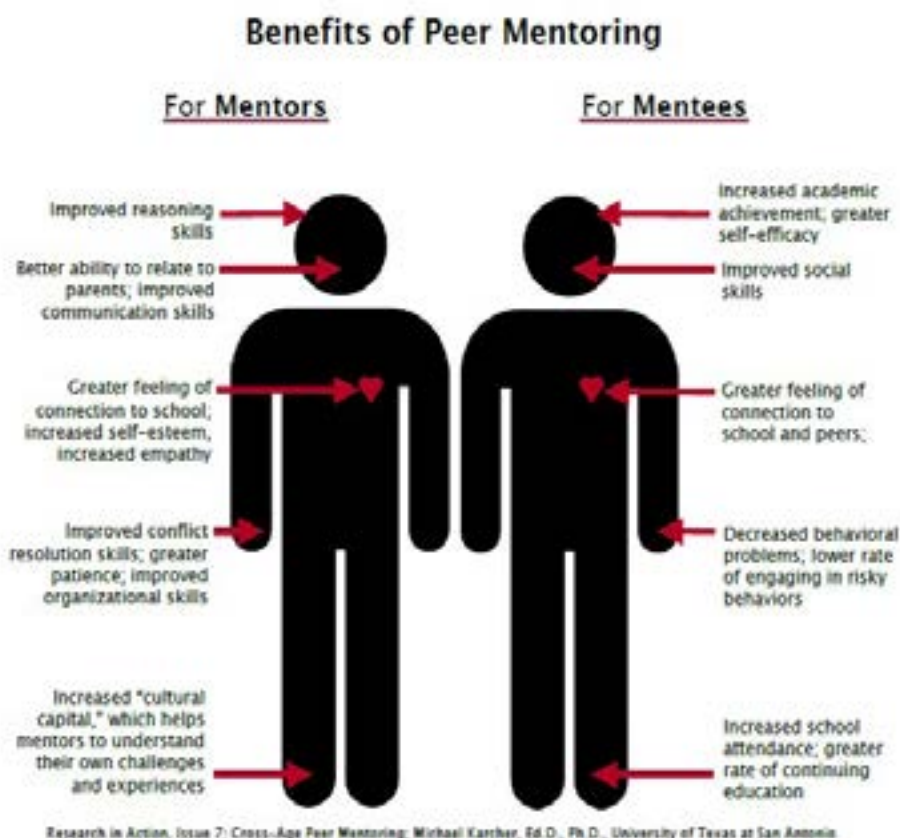
What is a mentor?

A Peer Mentor is a	A Peer Mentor needs to
Friend	Help new students find a sense of belonging at university.
Advocate	Act as an information conduit between staff and students.
Motivator	Be a positive role model to new students.
Listener	Listen to problems and help mentees find a solution.
Advisor	Translate university language, programs and requirements.
Supporter	Refer students to appropriate student support services.

A Peer Mentor is NOT a	A Peer Mentor is NOT expected to
Social Worker	Fix all issues and problems that mentees are experiencing.
Therapist	Provide counselling services.
Solution to all problems	Know all the answers.
Tutor	Take responsibility for mentees' academic performance.
Source of Money	Provide cash to mentees.

What is a mentee?

A peer mentee is a new student who has applied to the Peer Mentor Program to receive support from a mentor and might also be interested in developing social connections with other students.



“Leaders should influence others in such a way that it builds people up, encourages and educates them so they can duplicate this attitude in others.”

– Bob Goshen

Your Goals

Why should you set goals?

To get the most out of being a mentee, and help you orient yourself as a new Deakin student, it's a good idea to do some reflection and create some goals.

Here are some reflection questions:

- Why did you join the Peer Mentor Program?
- What specific support do you hope to receive?
- What might you need to know to ensure you stay on track with your studies?

Set your goals

Examples:

I want to know about assignment writing support.

I want to better understand how to navigate my unit sites.

I want to develop social connections with other students.

Goal 1

Goal 2

Goal 3

Program Schedule

Weeks 1-5 Mentor Meetings

Your mentor, with your input, is responsible for organising group meetings to be held at least once a week in the first five weeks of the semester/trimester. These meetings follow the general guide below, but your mentor has the freedom to respond to your concerns or questions.

Week 1 - Getting Organised at Deakin

This week is about introducing you to the general knowledge you need as a Deakin student, such as understanding your timetable and finding your way around campus. You might be overloaded with information from OWeek, so this is a great opportunity to review anything you're not sure about or want more information on.

Week 2 - Study Support

This week is your opportunity to start considering how you're going to plan and balance out your studies with the rest of your life. Your mentor will go over study support options as needed, such as online study skill resources, learning skills advisers, PASS, writing mentors and maths mentors.

Week 3 - Assignments & Referencing

By Week 3, you should have a good understanding of all your initial assessments and be developing your understanding of what the requirements are for successfully completing assessments at university, e.g., researching and referencing. Some support areas to consider going over with your mentor are assignment planning, referencing guides and using the Deakin library.

Week 4 - Wellbeing

No doubt, by this week the topic of wellbeing has already come up in your mentor meetings. However, this week is dedicated to this topic so your mentor can go through the relevant support options in detail, if required. For example, free Deakin counselling, THRIVE sessions, getting involved in Deakin social events and groups etc.

Week 5 - Academic Success

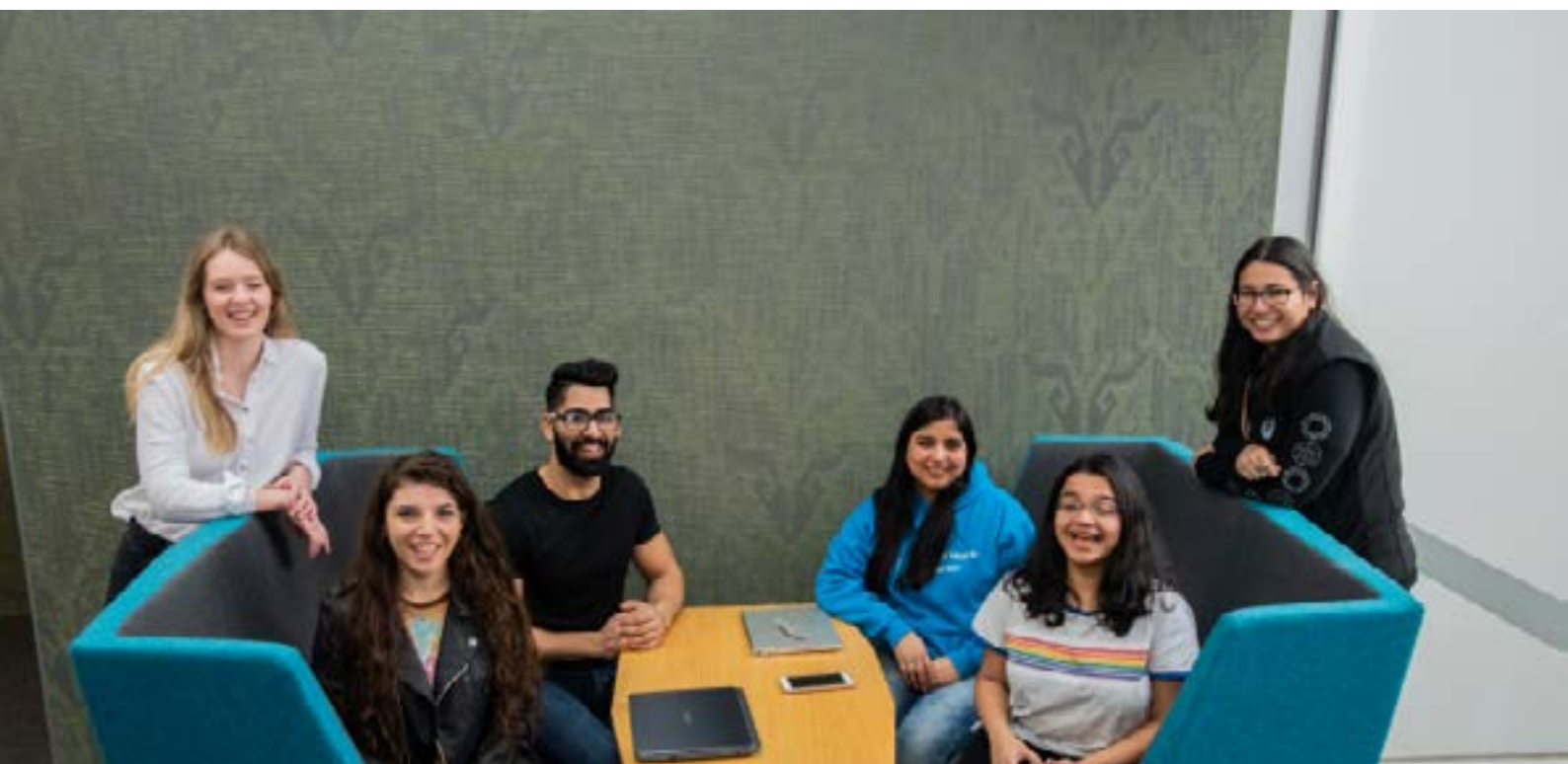
This week is about consolidating all the topics from the previous weeks to ensure you stay on track with and achieve academic success now and for the rest of your course. Your mentor can review any support options previously covered and you may revisit the topic of balancing your studies, other commitments, and wellbeing from here on. If there's anything else you want to go over or get advice about from your mentor, this week is your last formal opportunity!

Ask a Mentor Form

There is a new 'Ask a Mentor' online form available for students from the Faculty of Health which will be monitored by the Mentor Program Support Officers and Health Peer Support Team. This form will be available via the [Health Peer Mentor website](#), and it will allow you to continue to receive support and guidance from experienced Faculty of Health students following the end of the peer mentor program.

End of Peer Mentor Program Events

Usually at the end of the five week program, a celebration event is held for all mentors and mentees to attend. This is where we thank mentors for their contribution, celebrate successes and give mentors and mentees a chance to network with each other. Free food and non-alcoholic drinks are provided when it is possible to hold these events in person.



Health Students' Support

Faculty of Health Students' CloudDeakin Page

This is an important site to keep updated on special opportunities for Health students, as well as reminders and recordings for drop-in sessions and [THRIVE](#) sessions. Make sure you [bookmark the Health CloudDeakin page](#) and also turn on notifications!

Instructions to turn on notifications:

1. Hover over your name in the top right of the screen
2. Select notifications from the drop-down menu
3. In the list of Instant Notifications, check the email box next to Announcements – new announcement available

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Deakin Services

The following is a list of Deakin support options. Your mentor will go through these with you and can help explain what they are if you're not sure.

Academic Support

[Academic Skills Help](#)

— The main home page for all academic skills resources, including study and assignment planners, reading, note-taking, writing, assignment types and exam preparation.

[Guide to Referencing](#)

— The main page to find guides for all types of referencing styles used at Deakin.

[Library](#)

— Deakin Library is where to research information for assignments, get research assistance from librarians and book a study space.

[Maths Mentors](#)

— These are specially trained students skilled at maths who help other students with

developing the necessary maths skills required for their course. There are online drop-in sessions and students can also complete the Foundation Maths Program course.

[Peer Assisted Study Sessions \(PASS\)](#)

— These are online group study sessions run by experienced students for specific units (found under the [timetable here](#)). They involve reviewing lectures and reading content, discussions and activities.

[Studiosity](#)

— Studiosity replaces Smartthinking as the online study support service for Deakin students. It's available 24 hours a day, seven days a week. Its easy-to-use dashboard gives instant access to online chat sessions or written feedback within 24 hours. Studiosity allows you to work online in real time with subject specialists in English, maths, foundation science and study skills ready to look at your work and provide tailored help and advice.

[Writing Mentors](#)

— These are specially trained students skilled in English writing who help other students with developing their writing, researching and general assignment development. There are online drop-in sessions as well as in-person sessions at Burwood and Waurn Ponds.

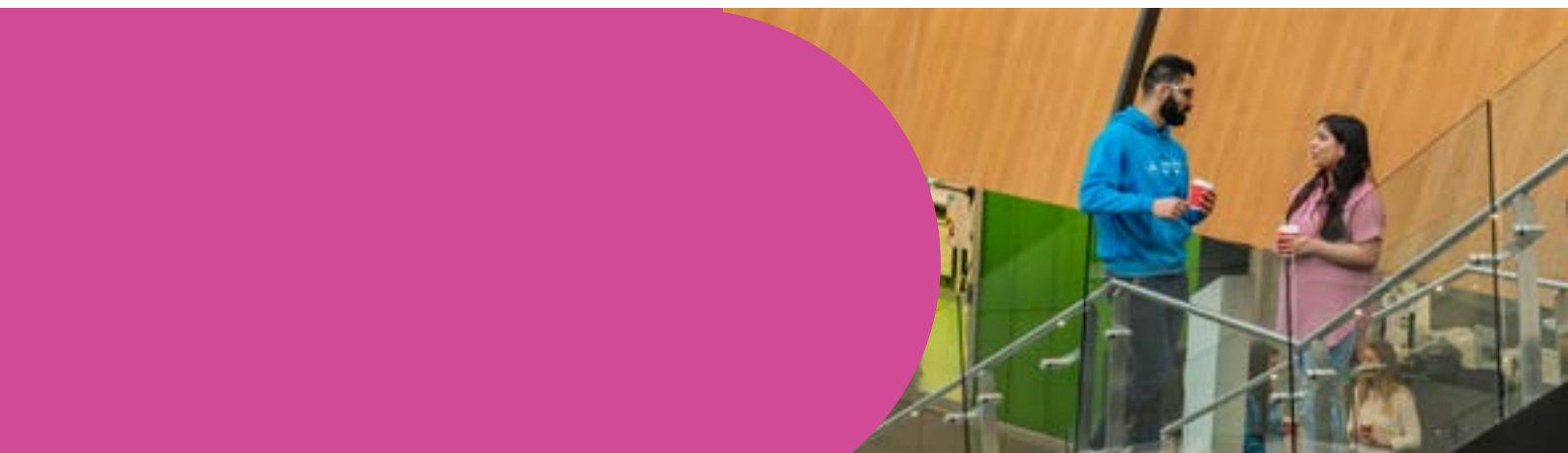
Student Wellbeing

[Counselling Services](#)

— Counselling sessions are free for Deakin students (with a maximum of 6 sessions). Counselling can assist students to better manage any issues they may be facing, workshop solutions and develop new life skills.

[Disability Resource Centre](#)

— Deakin University understands that mental or physical health can impact on students' studies. There are a range of support options available, including access plans, assistance communicating needs to academic staff, accessible study materials, arranging alternative assessment options, provision of academic support workers and more.



[Health and Wellbeing](#)

— The main hub for all of Deakin’s health and wellbeing support options, including links to counselling, disability support, etc as well as health and wellbeing news.

[LGBTIQ+ Inclusion Spaces](#)

— Deakin offers safe spaces and facilities across all of its campuses, including women's rooms, queer rooms, prayer rooms, and all gender toilets.

[Medical Centres](#)

— Students can book a medical appointment (with GPs, nurses or physiotherapists) at medical centres available on all Deakin campuses. There are also health coaching appointments and information about vaccinations (i.e., course and travel related).

[Reset Rooms](#)

— Reset rooms are in all Deakin libraries, and provide a private space for self-regulation.

[Spiritual Wellbeing](#)

— Deakin provides multifaith chaplains for compassionate support as well as multifaith places of worship.

[THRIVE: Wellbeing and Study Success Sessions](#)

— THRIVE involves sessions offering practical study tips, with the aim of keeping students engaged and motivated to look after their own wellbeing. They typically start in Week 2.

General Support

[Emergency and Crisis Information](#)

— This site lists information about 24-hour crisis and support contacts for students.

[Accommodation](#)

— This site has information about students interested in living on campus (Deakin Res) and support for finding off-campus accommodation, e.g., an online accommodation finder, Houseme; support for rental applications and rental rights and responsibilities. There is tailored support for international students.

[Childcare](#)

— There is childcare available for Deakin staff and students on all campuses. There are also parents' rooms.

[Deakin International Student Support](#)

— Support for international students includes advice on safety and security, airport pickups, adjusting to live in Australia, visas and more.

[Deakin University Student Association \(DUSA\)](#)

— DUSA advocates for students' rights and provides students with various events, sports clubs, trips and short courses.

[DeakinTALENT](#)

— DeakinTALENT provides support for students on seeking employment, such as with resumes, job applications, interviews and finding relevant positions.

[Financial Support](#)

— Deakin provides support for students experiencing financial difficulties, such as interest-free loans, grants and Government loans, and financial counselling.

[IT Help](#)

— This is the main support centre for all things IT related, such as finding resources, requesting something and getting help.

[Security](#)

— Deakin provides 24/7 security services at all campuses. Students also have access to the SafeZone app.

[Terminology \(Glossary\)](#)

— This vocabulary list covers university and Deakin-specific terminology definitions, e.g., credit point, intermission and STAR.

Academic Integrity

Deakin expects staff and students to demonstrate the values of 'honesty, trust, fairness, respect and responsibility'; that is, to act with [academic integrity](#).

As Deakin students, mentees and mentors are expected to

- Act honestly and fairly in all areas of your studies
- Do your own work and don't seek an unfair advantage
- Respect the work of others through proper acknowledgement
- Always promote academic integrity

Please remember to complete the **Academic Integrity** unit DAI001. This is a mandatory unit for students to complete and provides foundation knowledge on Academic Integrity.

FAQs

How are mentees allocated to mentors?/Will my mentor and the other mentees in my group be studying the same course as me?

The preference is to match mentor groups in the same course; however, depending on numbers of mentors and which courses they are doing, this is not always possible. The allocation process is as follows:

1. Same course and meeting preference fit
2. Similar course and meeting preference fit
3. Meeting preference fit

What do I do if I can't attend the weekly meeting at the usual time?

You must contact your mentor as soon as possible to inform them. You do not need to provide a reason.



FAQs cont.

What if I don't hear anything from my mentor/can't contact my mentor?

It is your mentor's responsibility to be in contact with you every week for the first five weeks of semester/trimester. If you don't hear from your mentor, or they unexpectedly stop contact, please email health-mentor@deakin.edu.au.

What do I do if I want to leave the program?

We encourage you to stay in program for the full five weeks. There might be some meetings/weeks where you don't learn anything new, but you won't know what you might learn in following weeks. However, if you feel very strongly that you won't gain any more useful information and want to leave, then please email the request to health-mentor@deakin.edu.au.

What do I do if I'm not happy with my mentor?

It is not necessary to be friends with your mentor; it can be just a professional relationship. However, if you feel your mentor is not upholding their responsibilities, please email health-mentor@deakin.edu.au and we will investigate the issues raised.

How do I sign up as a mentor later?

Recruitment advertising is posted around Deakin and on the [CloudDeakin Health Students' page](#), so please keep your eye out! When applications are open the link is [posted here](#).

Can I request a one-to-one mentor meeting?

Mentors are not required to offer one-to-one meetings. You should hopefully feel comfortable raising most questions in your mentor group meetings. If you have a more personal question, you can email your mentor instead. Some mentors may be willing to meet with mentees one-to-one, but it is entirely up to them.

Faculty of Health Peer Mentor Program

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Updated by Deakin University 2025. While the information in this handbook was accurate at the time of publication, Deakin University reserves the right to alter, amend or delete details published here. For up-to-date information, visit deakin.edu.au/health/mentoring.

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