

GMP Risk Analysis and Mitigation Approach

	CONSEQUENCE		
LIKELIHOOD	Minor (1-2)	Moderate (3-4)	Major (4-5)
Unlikely (1)	1 (Low)	2 (Low)	3 (Low)
Possible (2)	2 (Low)	4 (Medium)	6 (Medium)
Likely (3)	3 (Low)	6 (Medium)	9 (High)

Risk:

Low: 1-3

Medium: 4-6

High: 7-9

Key Program Features

The following features of the Group Mentorship Program will help to mitigate program risks:

- **Barriers to participation:** The program has a number of innate features which require significant time and resources from mentor group members. This in itself is a mitigating feature for many risks.
- **Mentor Screening:** Mentor group members must prove they are of good character by providing current Police Checks and Working With Children Checks
- **Group self-regulation:** Sponsors must be ‘groups’ of at least five adults, from at least 3 different households, which establishes a dynamic consistent with group self-regulation
- **Code of Conduct:** Each group member must agree to abide by CRSA’s Code of Conduct which sets out expected behaviour and obligations of mentor groups, including with respect to child protection (eg mentor group members will not spend time with children without another adult present)

- **Onboarding Information and Informed Consent for Mentees:** Mentees will receive a comprehensive briefing from CRSA on the parameters of the program when joining the program, and go through an informed consent process in a language that they understand which will manage their expectations and set appropriate standards for their own behaviour.
- **Training:** Mentor group members must undergo significant training which will prevent many risks from arising through education n relevant issues and the setting of appropriate expectations.
- **Sensitive matching:** By taking into account the capacity of mentor groups and the needs of mentees, CRSA can optimise the compatibility between mentor groups and mentee households.
- **Mentor Settlement Plan:** Mentor groups will work with the mentee household to develop a mentor support plan, which will guide the activities of the mentor group in a way that all members of the group will have visibility over, reducing the potential for inappropriate mentor/mentee engagement.
- **Access to advice from settlement agency:** Each mentor group will be given access to a settlement professional within an established migrant services agency, whom the group can contact when they have ad hoc questions about settlement issues.
- **SCO oversight and check-ins:** Mentors groups who organised under the auspices of a Supporting Community Organisation (SCO) may be subject to an additional layer of oversight include ad hoc check-ins with mentors/mentees and adherence to the SCO's own volunteer code of conduct .
- **Online resources and community of practice:** CRSA will provide mentor groups with access to online reference materials and peer forums for mentor groups (online meetings plus WhatsApp group) which will provide mentor groups with further information and support to help them support their mentee household and troubleshoot issues that arise.
- **Existing financial support:** The criteria set for refugee mentees will mean that mentee households have access either to employment income or Centrelink support. This should ensure that mentor groups do not hold significant financial power over refugee mentees, which might create a power imbalance and the risk for abuse.
- **Public Liability Insurance** – It is a program requirement that mentor groups be covered under a public liability insurance policy with coverage of at least \$10 million per claim.

Issue	Likelihood	Consequence	Risk Rating	Mitigation strategies / notes
Injury to mentors, mentees or members of the public	1	2	2	Mentees should be protected by key program elements and public liability insurance. Mentor groups will take responsibility for considering risks of different activities and adopt appropriate mitigation strategies to protect themselves and members of the public including safety protocols, volunteers' insurance and event insurance.
Sexual abuse/exploitation of refugee participants	1	3	3	Elements of mentor screening, group regulation, Code of Conduct should adequately mitigate against the risk of sexual exploitation/abuse.
Financial exploitation of mentee or mentor	1	2	2	The risk of financial exploitation is very low given that refugee participants will already be in Australia on permanent or temporary protection visas with either employment income or Centrelink support and given that the role of mentor groups will not be 'make or break' for the resettlement aspirations of refugee participants. Key program features, as outlined above, should adequately mitigate the risk of financial exploitation/abuse by mentors. As a group of established members of the Australian community, mentors are well equipped to avoid financial abuse by mentees.
Breakdown of relationship between mentors and refugees, (interpersonal conflict, failure to 'connect', people relocating, controlling behaviour by mentors, unmet expectations or refugees)	1.5	1	1.5	While there is considerable potential for a breakdown in the mentor/mentee relationship, the supplementary nature of mentor support is not likely to be 'make or break' for the mentee and therefore the consequences would not be dire.
Mentor stress/compassion fatigue	2	1	2	Sharing of responsibilities across the group, mentor training, community of practice and support from a range of organisations in the program should adequately mitigate this risk.