

Terms and Conditions for Eastern Business Advisory

1. Introduction

- 1.1 The Eastern Region Alliance (**ERA**) is an alliance of the City of Burnside, the Campbelltown City Council, the City of Norwood, Payneham and St Peters, the City of Prospect, the City of Unley and the Town of Walkerville (each, an **ERA Council**) whose purpose includes progressing the economic outcomes for their respective local communities.
- 1.2 The Eastern Business Advisory service (**Program**) is an initiative of the ERA that seeks to put individuals involved in small business' located within the ERA Councils' areas (**Mentees**) in touch with one or more experts in a variety of fields (**Mentors**) for the purpose of receiving up to 3 hours of mentoring from one or more Mentors.
- 1.3 Mentors and Mentees agree that their participation in the Program will be subject to these terms and conditions.

2. Mentor and Mentee Code of Conduct

- 2.1 Mentors are expected to provide guidance and support to Mentees in a respectful and professional manner.
- 2.2 Mentees are expected to be open to learning and actively engage with their Mentors.
- 2.3 Discrimination, harassment, or any form of inappropriate behaviour will not be tolerated and may result in removal from the Program.

3. Confidentiality

- 3.1 Mentors and Mentees will respect each other's privacy and confidentiality throughout their mentoring relationship.
- 3.2 Sharing of sensitive personal information is discouraged and participants should use discretion when discussing personal matters.
- 3.3 Any personal information of Mentors and Mentees collected by any ERA Council will be handled in accordance with that Council's privacy policy.
- 3.4 Mentors and Mentees will keep confidential all business information, suggestions, advice and guidance provided by one to the other during their meetings save to the extent that any such information is in the public domain (other than as a result of a breach of this condition) or to the extent required to be disclosed by law.

4. Mentorship duration

- 4.1 If accepted into the Program, a Mentee shall be entitled to receive up to a maximum of 3 hours mentoring, free of charge, from one or more Mentors participating in the Program at any time or times mutually acceptable to the Mentor(s) and Mentee during the 6 months following the date of the Mentee's acceptance into the Program.
- 4.2 Mentoring sessions shall be a minimum of 1 hour's duration.

- 4.3 It is the responsibility of the Mentee to contact a Mentor to arrange for mutually acceptable methods and times for mentoring sessions. Mentors are not required to agree to provide any mentoring sessions.
- 4.4 Mentoring sessions may be held in person, via video calls (e.g. Teams or Zoom) or telephone.
- 4.5 If the Mentee does not attend an arranged session within 15 minutes of the agreed start time then the Mentor is entitled to cancel that session (and that session, notwithstanding its cancellation, shall be applied towards the Mentee's 3 hour mentoring entitlement under the Program save where otherwise agreed by any ERA Council at that ERA Council's sole discretion).

5. Feedback and Evaluation

The Mentee agrees to provide feedback on any Mentor and/or the Program if requested by any ERA Council.

6. Liability

- 6.1 The Mentee shall not at any time be obliged to act on any information, suggestion, advice or guidance given by a Mentor but, if and to the extent the Mentee does, the Mentee does so at his or her own risk.
- 6.2 The Mentee acknowledges that any service provided by a Mentor is provided free of charge to the Mentee and in good faith.
- 6.3 No Mentor nor any ERA Council will be liable to the Mentee for any loss, damage, cost or liabilities suffered as a result of any mentorship services provided as part of the Program.
- 6.4 The Mentee unconditionally and irrevocably waives any rights or action he or she may have against the Mentor and/or any ERA Council in relation to any information, suggestion, advice or guidance given by a Mentor.

7. Program Changes

The ERA reserve the right to modify or terminate the Program at any time, with or without notice.