

I CAN NETWORK LTD.

ONLINE MENTORING PROGRAM INFORMATION

	Date	Approver
First published	29 November 2023	CEO
Last review date	21 January 2025	CEO

Below is the I CAN Network Ltd Online Mentoring Program Information Document. If you have queries related to this document please contact I CAN Online at online@icannetwork.com.au.

Disclosure

I CAN Network Ltd. retains copyright and intellectual property rights over the content and arrangement of information within the following document and associated materials.

1.1. OUR MISSION	2
1.3. OUR POLICIES	3
1.3. OUR MENTORS	3
1.4. RECORDINGS	4
1.5. OUR GROUPS	4
Below is an outline of the different groups on offer in I CAN Online.	4
1.5.1. I CAN Groups	4
1.5.2. I CAN Imagination Club®	4
1.5.3. Special Interest Groups (Topics Vary)	5
1.5.4. LGBTIQA+	5
1.5.5. Transition Programs	5
1.5.6. Minecraft Social Server	6
1.5.7. Special Interest Intensive Programs (Topics Vary)	6
2.1. PARTICIPANT ELIGIBILITY	7
2.2. PROGRAM TIMES	8
2.3. PROGRAM PRICES	9
2.4. PROGRAM INVOICES	9
2.5. NDIS FUNDING	11
2.6. NDIS PROGRESS REPORT	12
2.7. PROGRAM ENROLMENT	12

2.7.1. Expression of Interest	12
2.8. REPEAT PARTICIPANTS	13
2.9. PROGRAM OFFER	13
2.9.1. Accepting Or Declining An Offer	13
2.10. CONFIRMATION OF ENROLMENT	14
2.11. WAITING LIST	14
2.12. CANCELLATION POLICY & WITHDRAWALS	15
3.1. ZOOM PLATFORM	15
3.1.2. Device and System Requirements	15
3.1.3. I CAN Support	16
4.1. MINECRAFT SERVER	17
4.1.2. Device and System Requirements	19
4.1.3. I CAN Support	20
5.1. EVALUATION SURVEYS	21



1. ABOUT I CAN ONLINE

1.1. OUR MISSION

With 114 staff (83 of whom are autistic) and over 4,300 mentoring program places for young people annually, I CAN has grown into Australia's largest autistic-led organisation. You can read more about I CAN Network here: <https://icannetwork.online/about-i-can-network/>.

Our I CAN Online Mentoring Programs aim to provide support to young Autistic people, aged between 5 – 22 years, in Australia and New Zealand. Successive evaluations of I CAN Online have shown that the program builds confidence, social connection and individual skill development in a safe and accepting environment. It provides Autistic young people the opportunity to connect with other similar-aged Autistic people to share interests and common experiences. We endeavour to provide an accepting, non-judgemental space in which we meet young people where they're at, so they feel comfortable being themselves.

- We run 5 x 6-session cycles per year from January through to December, in addition to our intensive and social server online programs. You will find the most recent list of available online groups and relevant Expression of Interest forms on our [website](#).
- We offer online group mentoring programs for Autistic/neurodivergent young people. We broadly advertise age groups but aim to group participants as closely as possible to their actual ages. Generally, we use the following brackets: 7-12 years, 13-17 years, and 17-22 years. However, this may vary for special interest or social groups aged 5-22 years.
- All of our groups are offered on a mixed gender basis.
- Each online mentoring group includes up to 9 mentees (or participants) led by two experienced I CAN staff in a safe, engaging and supportive environment.
- Each regular cycle consists of 6 x 60-minute sessions, at the same time, each week (6-weekly sessions: 6-hours in total). Our intensive online program consists of 5 x 70-minute sessions, at the same time, over a 5-day duration (1-weekly intervals: 5.8 hours, in total) for each scheduled intake. Other programs are run on an adhoc basis.
- Our program is designed to ensure that even if you miss one session, it will not have an impact on your engagement with subsequent sessions.

1.3. OUR POLICIES

The following I CAN Network Ltd. company policies apply to our I CAN Online Mentoring Program. These policies can be accessed by selecting the options below, or via our [website](#):

- [Child Safety Policy](#)
- [Participant Information and Communication Technologies \(ICT\) Agreement](#)
- [Cancellation Policy](#)
- [Privacy and Health Policy](#)

Please contact our I CAN Online team via email for further information, or enquiries, related to our policies.

Privacy and Confidentiality

We have a strict policy that we do not facilitate the exchange of personal information between participants or their families.

For child safety and privacy reasons, we do not facilitate in any way the exchange of contact details.

1.3. OUR MENTORS

Every session is overseen by a Program Facilitator and Mentor, and supervised by our Management team, all of whom hold valid Working with Children Checks and undergo annual compliance training.

The majority of our online mentoring team are autistic. At least one autistic mentor is allocated to each I CAN Online program. We are proud that many of our mentors are graduates from the program.

Our mentors are experienced and trained in online group mentoring and have a passion for building up the confidence and self-esteem of participants.

Important

Mentors in the peer mentoring program offer guidance to mentees, but this support excludes health or therapeutic interventions. Mentors are not trained health professionals or counselors, and their services are not a replacement for mental health or medical care.

1.4. RECORDINGS

To ensure the safety of mentors and participants, online mentoring sessions are recorded to allow prompt access to information regarding participants' health, wellbeing, and safety if needed. Our processes around managing recordings is discussed in full in our [Privacy Policy](#) (see pp. 2-3). In short, recordings are only kept for 12-weeks before they are destroyed. The exception to this is when there is a file note recorded against a session which will mean its recording is kept for 12-months.

We have found that the online peer mentoring delivery model can be a very effective way to bring the **positive messages and powerful mentorship model of the I CAN Network** to participants who are navigating school life and post-school paths.

1.5. OUR GROUPS

Below is an outline of the different groups on offer in I CAN Online.

1.5.1. I CAN Groups

Recommended Age: 8-22 years

I CAN Groups are designed for Autistic children, teens & young adults and cover numerous topics including but not limited to: self esteem, change, educational transitions, Autistic identity, self-care, relaxation, stress, strengths and many more topics that change on a rotating basis. These groups offer a safe space for participants to connect with peers to whom they can relate due to common experiences.

1.5.2. I CAN Imagination Club®

Recommended Age: 7-12 years

I CAN Imagination Club® offers a safe, engaging environment where participants are encouraged to recognise and celebrate their own strengths.

Participants do not need a diagnosis of any sort in order to join and benefit from the I CAN Imagination Club®.

Participants are invited to take part because of their 'big imaginations' and we do not explicitly discuss Autism. All topics are covered in an age-appropriate way and may include but are not limited to: belonging, self-esteem, self-care, social groups, interests, sensory needs, change and transitions. This is most suited to those in their primary school years.

1.5.3. Special Interest Groups (Topics Vary)

Recommended Age: 5-22 years

I CAN Special Interest Groups are designed for Autistic children, teens & young adults to connect with peers and mentors who have the same special interest. Collectively these participants share their interest and enjoyment of the specific topic in a safe and fun environment. The content is based on the chosen special interest and the content changes on a rotating basis to cater for ongoing participation across the year. There is no game play involved in these groups, including those with gaming themes.

Important

There is no game playing on shared servers, facilitated game play, or exchange of gaming tags during Special Interest Group sessions. This rule applies to all groups, including gaming-themed groups (such as Minecraft, Roblox, Dungeons & Dragons, Pokémon, Gaming etc.), with the only exception being our Minecraft Social Server Group. Our gaming-themed Special Interest Groups use gaming elements to inspire conversation and engagement, fostering social connections among peers through shared gaming interests and experiences, with no server-based game play activities facilitated in sessions.

1.5.4. LGBTIQ+

Recommended Age: 13-22 years

I CAN LGBTIQ+ is designed for Autistic teens and young adults who identify as LGBTIQ+ (including those who are questioning). This group offers a safe space for participants to connect with peers and mentors who can relate to one another, and explore topics including, but not limited to: Autistic & Queer identity and culture, belonging, social connections, self-care, emotional regulation and sensory needs. Please note I CAN have resources on Autistic LGBTIQ+ identity and support available here: <https://icannetwork.online/autistic-lgbtqia/>.

1.5.5. Transition Programs

Recommended Age: 13-22 years

I CAN Transition Programs are designed for Autistic children, teens, & young adults who are undergoing educational transitions into the first year of primary or secondary school/senior campus, as well as the first year of university/ TAFE following school.

As an example of our content, [here](#) is our graphic novel for Year 6 students transitioning into Year 7.

1.5.6. Minecraft Social Server

Recommended Age: 7-22 years

Our Minecraft Social Server is designed to support our participants to explore and make new connections with Minecraft loving peers and mentors in a secure, friendly and supervised Minecraft server. This program operates on an ad-hoc basis through the year.

1.5.7. Special Interest Intensive Programs (Topics Vary)

Recommended Age: 5-22 years

I CAN Special Interest Intensive Programs are designed for Autistic children, teens & young adults to connect with peers and mentors who have the same special interest.

I CAN identifies broadly appealing special interests to capture young people's attention. The content is based on the chosen special interest and the content changes on a rotating basis to cater for ongoing participation across the year. During the sessions participants share their interest and enjoyment of the topic in a safe and fun environment.

There is no game play. involved in these groups, including those with gaming themes.

Important

There is no game playing on shared servers, facilitated game play, or exchange of gaming tags during Special Interest Group sessions. This rule applies to all groups, including gaming-themed groups (such as Minecraft, Roblox, Dungeons & Dragons, Pokémon, Gaming etc.), with the only exception being our Minecraft Social Server Group.



2. KEY PROGRAM DETAILS

2.1. PARTICIPANT ELIGIBILITY

To be considered for any of the small group programs listed above, parents/carers must ensure the following:

- That they understand a strict [cancellation policy](#) applies upon acceptance of the program offer;
- That they have selected a group and time which best suits their young person's needs and commitments in the afternoons or evenings, including the impact of daylight savings;
- Notify I CAN Online if their young person is unable to attend a session/s: online@icannetwork.com.au.

In addition to the above, parents/carers must ensure that their young person:

- Resides in Australia or New Zealand;
- Is available for the group session (day/time) and supported to attend;
- Is aware they are Autistic/neurodivergent, with exception of I CAN Imagination Club®;
- Are within the recommended age cohorts specified for the designated group;
- Expresses willingness to participate, and are aware of the expression of interest submitted on their behalf;
- Has access to outlined technology requirements and internet connectivity to engage;
- Understands individual needs will be addressed collectively as a group, not on a one-on-one basis;
- Is respectful and considerate of fellow participants to foster a safe, positive environment in line with our [ICT Acceptable Usage Agreement](#);
- Be adaptive to an online environment, keeping in mind that some individuals may face

sensory challenges due to overstimulation (ie. excessive noise) in certain sessions;

- Understands that our team may reach out to the designated next of kin to discuss progress or raise any concerns.
- Is aware that sessions will be recorded and stored for a set period (12-weeks), with access restricted as needed for participants' health, wellbeing, and safety;
- Understands that mentors are not trained health professionals or counsellors, and cannot provide mental health advice. I CAN's services are not a substitute for mental health first aid or medical care;

2.2. PROGRAM TIMES

2.2.1. 6-session I CAN Online Program

Weekly group mentoring sessions will run for 6-weekly sessions. We run new cycles approximately every school term, with 5 intakes currently scheduled per year. These sessions will run for 60-minutes at a consistent time each week, for the duration of the 6-week cycle. Most of our sessions run between 6:30-7:30 PM AEST/AEDT. We also have some afternoon groups that run from 5:00-6:00 PM AEST/AEDT. Our program duration can vary at times, as sessions are not conducted on weeks coinciding with an Australian public holiday. This means 6 sessions may run across a 7-week period (notification will be provided).

2.2.2. 1-week Intensive I CAN Online Program

We conduct approximately 4-intensive program intakes annually which entails 5-sessions that run for 70-minutes each, at a consistent time, over a 5-day period in weekly intervals. These sessions are usually between 5:00-6:10 PM AEST/AEDT and 6:30-7:40 PM AEST/AEDT.

2.2.3. Social Server Session/s

Social Server sessions are held on an ad-hoc basis throughout the year in both individual and cycle sessions. As our program expands, we anticipate adding more groups that are held at different times in order to better accommodate participants across various time zones. Please ensure that you check your local time against the program time zone, including Daylight Savings.

2.3. PROGRAM PRICES

The current pricing structure for our I CAN Online Mentoring Program is detailed below;

Program Type	Sessions	Duration	Total Hours	Total Amount
1 x 6-session Program	6	6 weeks	6 hours	\$306.00
1 x 1-week Intensive	5	5 days	5.8 hours	\$306.00
1 x Social Server Cycle	4	4 days	8 hours	\$408.00
1 x Social Server Session	1	1 day	2 hours	\$102.00
1 x NDIS Progress Report	N/A	N/A	N/A	\$174.00



2.4. PROGRAM INVOICES

I CAN is responsible for ensuring that the delivery and payment for services comply with legislative requirements. Our service is best classified as an Online Mentoring Program, as we have no affiliation with, or provision of, allied health and/or therapeutic intervention.

Issued invoices will state the below support item numbers and the relevant item description, from which you should apply the most suitable item number at your discretion, contingent upon your approved NDIS plan. Please note that gap fees may apply privately if not fully covered by NDIA, and payment structures like group activities or splitting payments among participants are not permitted. We are unable to make invoice modifications to ensure compliance, as the details accurately represent the service provided to you. It is recommended that you obtain specialised advice and guidance from the appropriate service providers to inform your decisions. We disclaim any liability for NDIS claims submitted by you, including misuse of NDIA funds or declined claims.

Item Numbers

- 4_210_0125_6_1 Community Social and Recreational Activities
- 09_011_0125_6_3 Community Participation Activities
- 15_045_0128_1_3 Community Engagement Assistance (Note: gap fee payable for plan-managed funds)
- 01_741_0128_1_3 Assessment Recommendation Therapy or Training Supports - Other Professional
- 15_056_0128_1_3 Assessment Recommendation Therapy or Training - Other Professional

Item Description

Example:

- I CAN Network Online Group Mentoring Program Autistic-Led [Day] Special Interest Group*
- I CAN Network Online Group Mentoring Program Autistic-Led [Day] Special Interest Group NDIS Report*
- I CAN Network Online Group Mentoring Program Autistic-Led [Day] Executive Functioning Group*
- I CAN Network Online Group Mentoring Program Autistic-Led [Day] Executive Functioning NDIS Report*

DESCRIPTION	AMOUNT	CODE
I CAN Network Online Group Mentoring Program Autistic Led Monday Special Interest Group		
04_210_0125_6_1 Community Social and Recreational Activities 09_011_0125_6_3 Community Participation Activities 15_045_0128_1_3 Community Engagement Assistance (Self-Managed Plans Only)		
Session dates: 10/2; 17/2; 24/2; 3/3; 17/3 and 24/3/2025 - 6 sessions @ \$51.00 per session (1 hour session)	\$306.00	FRE

DESCRIPTION	AMOUNT	CODE
I CAN Network Online Group Mentoring Program Autistic Led Thursday Special Interest Group NDIS Report		
01_741_0128_1_3 Assessment Recommendation Therapy or Training Supports - Other Professional (CORE) 15_056_0128_1_3 Assessment Recommendation Therapy or Training - Other Professional (CB)		
3 hours @ \$58.00 per hour	\$174.00	FRE

Payment Terms

Invoices will be issued at the conclusion of the program or earlier, depending on the program and payment type. Invoices will be sent directly to nominated plan managers, if these details are provided in the service agreement. Payment is required within 14 days from the invoice date.

Important

If the issued invoice is not approved for NDIS payment, as intended, you will be fully responsible for covering associated program costs privately. This applies if invoices are deemed not payable by the NDIA, Plan Manager, or relevant representatives. Funding for this program should be approved, with guidance from your NDIS representatives, prior to executing our program service agreement.

2.5. NDIS FUNDING

We have many families use their approved Self-Managed and Plan-Managed NDIS funding to purchase our I CAN Online Mentoring Program to support their young people work towards their specified NDIS goals. [Successive evaluations](#) of I CAN Online have shown that the program builds confidence, social connection and individual skill development in a safe and accepting environment.

If your plan is NDIA-Managed we cannot submit our invoice to the NDIA for processing as we have chosen not to be a NDIS Registered Provider, due to the small size of our organisation. NDIA may release the program fee for self-management. However if this is not possible, you will need to privately fund the program, as many families do. For those with Plan-Managed funds, we highly recommend obtaining prior approval from your Plan Manager to ensure coverage for the invoice. If your Plan Manager declines payment, you will be responsible for the costs privately, including for expired plans where recovery of funds is not possible.

It is recommended that you consult with relevant support providers, such as Local Area Coordinator, Support Coordinator, Plan Manager and/or the NDIA directly, to obtain specialised advice. You are responsible for ensuring that the necessary funding is available to cover scheduled program costs, either privately or as approved by the NDIA. We are unable to offer any advice or guidance to you or associated representatives pertaining to individual NDIS plans or funding information.

NDIS National Contact Centre
Phone: 1800 800 110
Email: enquiries@ndis.gov.au
Web: www.ndis.gov.au/contact



2.6. NDIS PROGRESS REPORT

NDIS Reports are prepared upon the completion of the 6-week program. These reports will be provided to you approximately 6 weeks after the program's conclusion, contingent upon the finalisation of associated program and report payments.

NDIS Reports serve as documentation of a young person's participation in the program outlining key observations during online mentoring, along with any recommendations for further engagement. Annual reports are recommended to monitor progress and are required for those using approved Capacity Building funds. This information is crucial for the NDIA to assess funding for your young person's ongoing participation in our Online Mentoring Program for additional cycles. If you require your NDIS Report by a specific date, please email our I CAN Online team to request expedited processing of the report: online@icannetwork.com.au.

If you have opted to purchase a NDIS Report, it will be invoiced separately to the invoice for the 6-weekly sessions. Invoices will be sent directly to plan managers with details provided at time of registration. NDIS Reports will be emailed once payment has been received for both our I CAN Online program and the report itself.

2.7. PROGRAM ENROLMENT

2.7.1. Expression of Interest

You will be able to join the waitlist for our program, once the intake period commences, by submitting an Expression of Interest (EOI) form specifying participant details and group preferences. Information about the available groups, key program details and EOI forms will be accessible on our website during the intake process, which typically opens a few weeks prior to program commencement.

EOI forms can be accessed by selecting the options below, or via our [website](#):

- I CAN Network Online Group Mentoring Program – Special Interest
- I CAN Network Online Group Mentoring Program – Intensive
- I CAN Network Online Group Mentoring Program – Minecraft Social

It is important that the young person is aware an EOI is being submitted on their behalf (refer to Participant Eligibility above). Once an EOI has been submitted, you will receive an email from our I CAN Online team confirming receipt of your EOI and placement on our program waitlist.

Important

An Expression of Interest places you on our program waiting list, on a timestamp basis. It does not constitute registration or enrolment into our program. Our waitlist helps determine intake for advertised groups based on participant numbers and eligibility.

2.8. REPEAT PARTICIPANTS

As we launch a new Online Mentoring Program intake, you must re-submit a new EOI via our website for each cycle to be considered for another online group. If you'd like your young person to participate in more than one group, please complete an EOI form for each group.

2.9. PROGRAM OFFER

When a group placement becomes available, eligible participants on the waitlist will receive an electronic offer for their preferred group via the email used to complete the EOI form. Offers will be prioritised against the eligibility criteria (refer above), EOI submission timestamp and preferences. As spaces are limited, the program may fill quickly. Depending on waitlisted numbers, intake for an additional group may open, or a second-preference offer may be sent in later intakes.

You will receive a SMS text message to notify you that an electronic offer has been sent, as offers can sometimes get lost in junk and spam mail folders. Offers will remain valid for 7-days, or earlier if the intake is scheduled to close and/or the program is due to commence in that timeframe. A reminder SMS text message will be sent before the offer expires, whereby the placement will be offered to another waitlisted participant. If you are experiencing issues with your offer link, you will need to contact our I CAN Online team via email for assistance: online@icannetwork.com.au.

2.9.1. Accepting Or Declining An Offer

An offer invitation must be completed to either accept or decline enrolment in the program within the specified timeframe. It is essential that the young person is aware of their offer to participate, and has been asked before committing to a spot.

If you wish to accept, please carefully read and complete the offer invitation which includes the online service agreement outlining associated program terms and conditions such as the effective I CAN Network Ltd. Cancellation Policy, and invoicing payment terms.

We understand that circumstances may have changed since the initial EOI submission, or the young person may no longer wish to participate in our program. If so, it would be appreciated if you could decline the offer invitation, allowing us to offer the placement to another waitlisted participant without delays. You are welcome to complete an EOI when the time is right for your family to participate in prospective intakes.

Important

Upon acceptance of the program offer, which is inclusive of our Service Agreement, you are liable under our terms of conditions outlined in the I CAN Network Ltd. Cancellation Policy, which details the incurred costs of cancelling or withdrawing from the program.

2.10. CONFIRMATION OF ENROLMENT

You will receive an email from our I CAN Online team confirming your enrolment in our program upon formal acceptance of the offer, and respective terms and conditions. This email will outline basic program details such as group name, dates and times.

Further program details will be emailed closer to the program commencement date which will include Zoom links, session prompts and respective mentor profiles. This information is usually sent a week prior to the sessions as we have many families to bring on board, and formalise groups and staffing allocations. It is your responsibility to inform our I CAN Online team if you have not received the required information via email (online@icannetwork.com.au) by the program's start date. Additional emails will be sent throughout the duration of the program such as session reminders, parent session prompts, Zoom links and other important notifications. Please note at times, our communication may go to your email's spam or junk folder until we are marked as a safe sender.

2.11. WAITING LIST

Participants who satisfy the eligibility criteria but were not able to receive a first or second preference offer in the upcoming cycle will be automatically placed on a waiting list according to the chronological order in which their expressions of interest were submitted. We will notify you when the first vacancy becomes available in a subsequent program cycle.

2.12. CANCELLATION POLICY & WITHDRAWALS

It is important to note that a strict cancellation policy applies to our program. We understand that certain circumstances may arise, including those that are unforeseen, which may necessitate withdrawal from the program. However, as proud employers of Autistic individuals, we are unable to fill a participant's placement on short notice or after the program commences.

Our [I CAN Network Ltd. Cancellation Policy](#) is available on our [website](#), and has been included in your participation offer and service agreement information. It is essential that you review and accept these terms before confirming your placement.

Parents are responsible for monitoring their child's attendance, due to the large number of groups running at one time. If your child will be absent, or if you have any concerns, please contact our I CAN Online team via email.

3. TECHNOLOGY REQUIREMENTS

3.1. ZOOM PLATFORM

All online sessions are held in a private video conferencing room using Zoom Workplace (www.zoom.com). Zoom is compatible with various operating systems and is accessible via computer, tablet or mobile devices. Zoom can be downloaded for free, with no other costs involved, as we are running the online mentoring sessions as 'Zoom meetings'. It is recommended to test the Zoom link (issued from I CAN Network) prior to the scheduled group session to ensure that it works on the preferred device. Please contact our I CAN team, or access Zoom support resources, if you need assistance with the Zoom platform: online@icannetwork.com.au.

Zoom Download: <https://zoom.us/download>

Zoom Support: <https://support.zoom.com/>

3.1.2. Device and System Requirements

Participants should have access to appropriate technology devices and internet connectivity to engage in group sessions. Devices may include, but not limited to; Computers (Windows, macOS or Linux); or Mobile devices (iOS or Android) such as a phone or tablet.

The following system requirements are necessary to utilise the Zoom platform;

- An internet connection – broadband wired or wireless
- Speakers and a microphone – built-in, USB plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in (recommended, but not essential)
- Support Web Browsers;
 - Desktop: Safari, Chrome, Firefox or Edge
 - Mobiles: Safari, Chrome or Firefox

3.1.3. I CAN Support

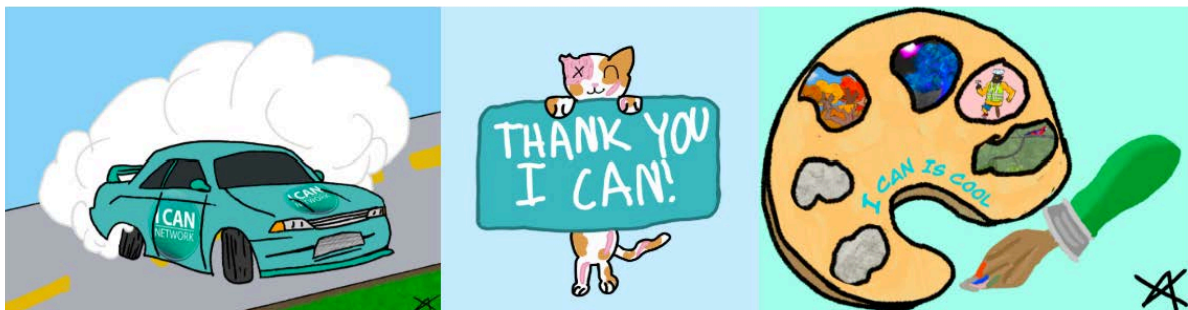
We acknowledge that many of our participants experience anxiety prior or during sessions and we are understanding and flexible with this.

Whilst we encourage participants to use their camera, the microphone and chat, they are also welcome to keep their video and/or audio off, and can use Zoom's chat function for communication via typing.

We utilise the Zoom waiting room feature, so if a young person joins early they will not be admitted until the session starts. It is strongly encouraged that participants sign into the Zoom session using their preferred first name (no surname) to maintain privacy and help us identify those in the waiting room. Please be aware that we may ask participants to briefly turn on their camera to identify who is in the session. For further information, or enquiries, related to our Zoom sessions, please contact our I CAN Online team via email: online@icannetwork.com.au.

Important

All online mentoring sessions, via Zoom, will be recorded and stored for a specific period of time. Access to the recordings is restricted to those responsible for carrying out duties relating to our Child Protection Policy and will be accessed, by restricted personnel only, when deemed necessary in relation to participants' health, wellbeing and safety.



4. MINECRAFT SERVER PLAY PROGRAM

4.1. MINECRAFT SERVER

Our Minecraft Server sessions are conducted via the Zoom platform and private Minecraft server using Creative mode. Participants can join the session on a phone, tablet, or computer with Zoom and Minecraft Bedrock Edition programs downloaded. Once logged in, Mentors will guide them through the group rules and expectations, and assist them to get set up on the server. It is completely up to mentees if they would like to have their camera and microphone on or off, or skip any activities they do not wish to participate in. They can also choose to chat with the group as they play, either verbally or via the chat feature to message the whole group collectively or privately message Mentors directly.

In creative mode, mentees are welcome to build freely either independently, or work together with other participants and Mentors completing build challenges and activities, such as obstacle courses, mazes and Ender-Golf. Mentors are always available to help when needed: they can teleport the mentees somewhere else, help with a build/activity, and assist if there are any tech issues as well. All aspects of the session are optional: mentees can join in how they like and just have some fun!

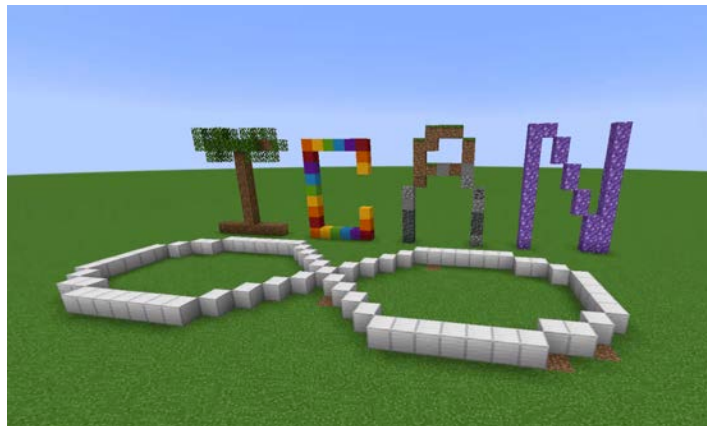
To be participate in the Minecraft Social Server Sessions, the young person must:

- Ensure that any Zoom and Minecraft updates are downloaded before the session;
- Allow enough time before the scheduled session to troubleshoot any tech issues, and be patient should the sessions commence a few minutes later than anticipated;
- Understand that the Server will be accessible only after Mentors present the mandatory housekeeping slides in Zoom. Mentees should first join the Zoom session, where they will be divided into breakout rooms before participating in Server Play;
- Abide by our safety rules to keep everyone safe online. This includes sharing any associated links or documentation that can compromise the program's safety;
- Not exchange personal information or gamer tags with other mentees under any circumstances, in accordance with I CAN's [Child Safety](#) and [Privacy Policies](#);
- Only use first names only in our sessions, no surnames, for safety reasons;

- Be fully clothed, including other household members, during the sessions for safety;
- Be respectful and considerate of fellow mentees to foster a positive environment;
- Use the chat appropriately, noting they cannot privately message other participants;
- Understand that Server Play will only be in creative mode and other restrictions apply such as:
 - Cheats being disabled;
 - PVP has been turned off so fire will not spread;
 - TNT will not detonate to protect others; builds;
 - Spawning mods are limited to prevent server lags, etc.

Important

For the safety of our participants, please do not share the Zoom link or Server details with unauthorised individuals, as this may compromise the program's integrity and security.



4.1.2. Device and System Requirements

Participants should have access to appropriate technology devices and internet connectivity to engage in group sessions. Devices may include but not limited to: computers (Windows) or Mobile devices (iOS or Android), such as a phone or tablet.

To access our Minecraft Server, you will need to download: **Minecraft Bedrock Edition**

Below is a list of devices which are compatible with our Server, noting various devices support different editions:

Compatible	<p>You <u>can connect</u> to our server with the following devices;</p> <ul style="list-style-type: none"> ■ Computer (Windows) ■ Mobile/Tablet (iSO, Android) ■ Xbox (Needs active Xbox Game Pass membership) ■ Nintendo Switch (Needs active Nintendo Online membership)
Not Compatible	<p>You <u>cannot connect</u> to our server with the following devices;</p> <ul style="list-style-type: none"> ■ Computer (Mac, Linxus) ■ Playstation

Important

- Charges may apply to download Minecraft software, if not already downloaded, with varying fees depending on the device used. These fees are your responsibility to pay.
- Additional online membership/subscription fees apply when using devices such as Xbox or Nintendo Switch, which will also require additional steps to access our Server.
- Device system requirements regularly update: please ensure your device is compatible and updated as required prior to program commencement.
- Minecraft-specific technical support, accounts and general information can be accessed from the Minecraft Help Centre: <https://help.minecraft.net/hc/en-us>



4.1.3. I CAN Support

Our team is equipped to provide technical support to facilitate access to our Minecraft Social Server. An email will be sent prior to the commencement of the session containing Zoom links, Server details, instructional guides for joining and connecting to the Server, frequently asked questions, Mentor profiles, and other important information.

We encourage you to contact our support team for any technical enquiries to ensure a smooth experience for participants accessing our Server. Upon request, we can schedule a Minecraft Tech Help session to address your questions and conduct Server connectivity tests, ensuring that your young person is adequately prepared for the upcoming program.

Please ensure that any technical requests are submitted well in advance of the program.

For further information, or enquiries, related to our Minecraft Social Server, please contact our I CAN Online team via email: online@icannetwork.com.au.

Important

For the safety of our participants, please do not share the Zoom link or Server details with unauthorised individuals, as this may compromise the program's integrity and security.



5. EVALUATION SURVEYS

5.1. EVALUATION SURVEYS

Evaluations are an important part of ensuring that our program is meeting the I CAN program outcomes and that the content and staff delivery is of a high standard.

In the first and last session of the cycle, all mentees will be invited to participate in a Zoom poll during the session.

The Zoom Evaluation Poll is; **Anonymous** **Optional** **Multiple Choice**

The only identifying data which is collected is the State/ Territory which a young person resides in. If you do not wish your young person to participate, please ensure you advise your young person of this. As we have no way of identifying the responses, we are unable to remove your young person's responses. Similarly, if your young person does not wish to participate, we respect their decision and they do not need to engage with the evaluation Zoom poll.

If you have any privacy questions about the evaluation zoom polls, please contact privacy@icannetwork.com.au.

Important

By accepting and enrolling in an I CAN Online Mentoring Program placement, you are deemed to have consented to your young person participating in an evaluation poll in the first and last session of the cycle.



“OUR VISION IS A WORLD THAT EMBRACES AUTISM”