

MOIRA SHIRE COUNCIL

L2P LEARNER DRIVER HANDBOOK

Updated March 2015

L2P LEARNER DRIVER MENTOR PROGRAM

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1. INTRODUCTION

1.1. Program Description

The L2P Program aims to provide the opportunity for young people who face a significant barrier (economic, social or other) to successfully obtain the 120 required driving practise hours to gain their licence with the support of a skilled local supervising driver mentor.

L2P is a community-based volunteer program designed to provide access to driving practice on public roads for learner drivers under the supervision of a fully licensed mentor driver.

The L2P program is proudly auspiced by Moira Shire Council and funded by VicRoads.

1.2. Vision

To provide the opportunity for young people to overcome disadvantage through community support to successfully obtain their drivers licence.

1.3. Target

Young people 16-21 years, who already have their learners permit and have been identified to be facing a significant barrier or disadvantage, prohibiting them from obtaining their probationary driver's licence if they don't receive support from the community.

1.4. How the Program Works

- a) Young participants, through the support of a professional driving instructor, will have lessons in the basics of driving a car. Participants will have basic car control before beginning driving sessions with their volunteer supervisor/mentor. (Participants will have access to up to seven (7) lessons with a registered driving school throughout their time in the program to assess progress.)
- b) Participants will be matched to a volunteer mentor who will guide their development as safe drivers.
- c) Participants will, with the assistance of their mentor and the Moira Council Shire, be able to obtain on the road driving practice in a variety of travel conditions. This stage is essential for participants to obtain their mandatory 120 hours of driving practice required by VicRoads.

1.5. Overview of the L2P Program

The L2P Program is a state-wide initiative managed by VicRoads. It is aimed at assisting young learner drivers who are facing significant barriers to getting the mandatory 120 hours of on-the-road driving experience. The learner drivers are matched with a volunteer supervising mentor driver from the community who works with them to achieve their goal of 120 hours. The disadvantage may arise through a variety of conditions, such as lack of access to a vehicle and family support, homelessness or economic disadvantage.

The introduction of the mandatory 120 hours driving practice (which became effective 1 July 2008) was based on research that found 120 hours of driving practice (undertaken in a number of different driving conditions) could significantly reduce the likelihood of crash involvement for young drivers.

It has been identified that the local community needs to support young people facing these barriers who require their driving licence to secure employment and access to training.

The L2P program involves volunteer licensed and trained driver mentors from the community providing supervision for young drivers referred to the program through local community agencies.

The volunteer driver mentors are covered for liability through the Moira Shire Council by becoming registered volunteers with that organisation. Volunteers are to undergo a selection process, a Police Check, Working with Children Check, VicRoads Driver History Report and reference checks to assess their suitability to be in the vehicle with young learner drivers.

The learner drivers are covered by the terms of their involvement in the L2P Program and any 'contract' signed between themselves and the Moira Shire Council.

Volunteer driver mentors are to undertake training designed to assist them with the management of the learner driver and to give them a better understanding of the aims of the program and requirements of a supervising driver on the road.

The Moira Shire Council provides access to a 4-star ANCAP rated vehicle to be used for the purpose of the program. The learners are not to access the vehicle for private tuition.

A booking system is in place to ensure effective management of the use of the vehicle.

This is the L2P Learner Driver Handbook. There is a separate handbook for the L2P Supervising Mentors.

Contacts – L2P Project Officer Debra Kruz email dkruz@moira.vic.gov.au phone 0458 762872 or Moira Shire Council Youth Development Officer Maryanne Ryan email mryan@moira.vic.gov.au phone 0448 513570.

2. L2P POLICIES AND PROCEDURES

2.1. Vehicle Booking Procedure

- To ensure effective management of the use of the vehicle all bookings for the vehicle are to be arranged in consultation with the L2P Project Officer.
- Bookings can be made via phone, sms, email or using the online booking calendar.
- The online calendar is password protected. Details for the calendar will be provided to mentors upon matching with a learner driver.
- The online calendar should only be accessed by the L2P Project Officer, Youth Development Officer, Manager Community Development and mentors.
- Cancellation of bookings requires 24 hours notice from the learner drivers, Volunteer driver mentor and the L2P Project Officer.
- Learner drivers are required to confirm their attendance at a driving session (via phone, sms or email) at least **two (2) hours prior**. If they fail to confirm attendance the session will be cancelled.
- If a learner driver fails to attend a pre-booked professional driving lesson without giving reasonable notice (reasonable notice being the at least night before) then they will be required to pay a \$20 booking fee to the driving instructor.
- If a learner driver fails to attend three (3) driving sessions without giving reasonable notice **they will be exited from the program**. This criteria will be clearly explained at the beginning of the sessions.

2.2. Vehicle Operational Procedures

Personnel	Timing	Activity
Volunteer supervisors	Before each drive	<ul style="list-style-type: none"> • Visually inspect tyre pressures, general condition and tread depth. • Visually inspect for any oil, fuel or water leaks. • Check the windscreen wiper blades are operating effectively, without leaving smear and streaks on the screen. • Check windows and mirrors for cleanliness. Clean if dirty. • Check operation of signal indicators with learner. • Check brake light operation with learner.
	After each drive	<ul style="list-style-type: none"> • Contact the L2P Project Officer if available or the Moira Shire Youth Development Officer regarding any vehicle defects or items of repair noticed during the drive.
Delegated staff member (Project Officer)	Weekly	<ul style="list-style-type: none"> • As for daily volunteer Supervisor checks but in addition. • Check oil / coolant levels. • Check windscreen washer water level. • Check brake fluid level. • Check operation of all lights.
	Scheduled maintenance	<ul style="list-style-type: none"> • Ensure vehicle undergoes scheduled maintenance in accordance with vehicle maintenance handbook.
	Specific Repairs	<ul style="list-style-type: none"> • Schedule vehicle promptly for specific repairs as per driver repair notification.

The pre-drive check should be incorporated into the learner experience program such that the learner and supervisor carry out these checks prior to each driving session.

2.3. Accident Reporting Procedures

In the event of any minor or major accident with or without injury please do the following:

- Ensure any injured person is immediately attended to and medical attention, if necessary, is arranged.
- **DO NOT ADMIT LIABILITY.** All insurance companies require you not to admit liability at any time.
- Call the Police – dial 000 (if there is any injury to either party or either party requests Police attendance) and advise them of the accident. If the Police do not attend the accident, then you must attend a convenient Police Station within the next 24 hours to complete a 'self reporting' accident form.
- Note all the details of the people and vehicles involved in the accident, including all details of independent witnesses. The following details are some suggestions as to the information you should supply and record:
 - Makes of vehicles involved in the accident;
 - All registration numbers;
 - All drivers names and addresses;
 - All licence numbers;
 - Contact telephone numbers (home and work);
 - Owner names (if different to the drivers).you should provide your own name with the Moira Shire Council as the address;
 - Insurance company names and policy numbers;
 - Names of any witnesses; and
 - Addresses of any witnesses.

This information must be reported to either the L2P Project Officer or Moira Shire the Youth Development Officer who will then forward the information to Fleet Management.

You will need to complete and Accident Notification Form, as advised by M.S. Fleet Management.

(1) Breakdown Procedure

Each vehicle is covered by a 24/07 breakdown service Roadside Assist – Phone **137200**
(See card in car consol)

(2) Body Damage

Any damage to the vehicle should be reported to either the L2P Project Officer or the Moira Shire Youth Development Officer, who will in turn forward the information to Fleet Management. This includes any scratches and scrapes that have broken the paint work. Complete an incident form.

(3) Loss of Personal Items

The loss of personal property from a Council vehicle is not covered by our insurance, and is the responsibility of the volunteer. Please ensure your own insurance covers items of a significant value for this type of loss.

2.4. Regulatory Role of the Moira Shire Council

- The L2P Project Officer is to meet with the volunteer driver mentor to assess suitability, matching requirements and time availability.
- The L2P Project Officer is to assess learner driver for eligibility, matching requirements and volunteer driver mentors time availability.
- The L2P Project Officer is to meet with the volunteer driver mentor and learner driver to discuss the program, how to organise bookings, mutual responsibilities and complaint procedures and protocols.
- The L2P Project Officer is to contact the volunteer driver mentor and learner driver to assess compatibility and time availability. If no issue, first session to be scheduled. If issues are raised by either party, another volunteer driver mentor is to be assessed and utilised.
- The L2P Project Officer is to maintain a schedule for the use of the car to ensure availability for the L2P Program.
- The L2P Project Officer to contact the volunteer driver mentor and learner driver to confirm the session time and pick-up point.
- It is the responsibility of the volunteer driver mentor and learner driver to contact each other and L2P Project Officer if a cancellation of a booked session is required.
- The volunteer driver mentor is to ensure that the *Vehicle Operational Procedures* are followed as detailed on Page 4.
- The volunteer driver mentor is to ensure the requirements of the *Vehicle Maintenance Check Procedures* are undertaken and where possible involve the learner driver as a learning opportunity.
- At the end of each session the volunteer driver mentor and learner driver are to discuss the lesson and make appropriate entries in the learner's log book.
- The L2P Project Officer is to contact the volunteer driver mentor and learner driver to determine the outcome of the session and to evaluate the possibility of a potential, or actual, complaint.
- If both volunteer driver mentor and learner driver are satisfied with the progress of the first lesson, additional sessions are booked and confirmed with the volunteer driver mentor and learner driver.
- The volunteer driver mentor and learner driver are to confirm future pick-up and drop-off arrangements.
- The L2P Project Officer in conjunction with the volunteer driver mentor are to ensure the sessions proceed in accordance with the agreed schedule and in cooperation with the driving instructor to ensure satisfactory progress through the four (4) stages of the program. The four (4) stages are described on Pages 15-27 of the *Guidelines for Supervising Drivers in the L2P Program*.

2.5. Closure of Mentoring Relationship Procedure

- The mentor and learner driver will agree on a closure date and work towards that date with the support of the L2P Project Officer.
- The closure date should provide at least four (4) weeks notice unless otherwise specified by the L2P Project Officer.
- Closures may occur for a range of reasons, including because of a change in circumstances, such as the mentor is unable to maintain their obligation, the learner driver wishes to end the match.
- Where the circumstances are not unexpected or urgent, match closures will be planned through supervision sessions between the mentor and the L2P Project Officer.
- The mentor may not close the working relationship with the learner driver without prior discussion and planning with the L2P Project Officer.
- The learner driver is encouraged to raise any concerns about the mentor with the L2P Project Officer if available or with the Moirā Shire Youth Development Officer **immediately** so safety and wellbeing of the learner driver is maintained as a priority. In cases where there are safety concerns, or the learner driver simply does not feel comfortable with the mentor and the situation is unresolvable, the L2P Project Officer can arrange for the match to end immediately.
- When the working relationship has ended, the L2P Project Officer will send a letter to both the mentor and the learner driver clarifying that the official match arranged has ended. Letters will also be sent to other relevant parties that were agreed by the learner driver at the time of joining the program, i.e. parents, guardians, teachers.
- If a match ended prematurely but the learner driver was still interested in being matched with another mentor, this would be arranged as appropriate and where possible.
- Contact between the mentor and learner driver after the formal match is closed is not encouraged by the program and this is stipulated in the Code of Conduct.
- An evaluation will be sent with these letters for the mentors and learner drivers to complete and send back to inform the development of the program's effectiveness and process.
- Where closures were planned they will be acknowledged with a certificate and a celebration of what the match achieved. Mentor and learner driver will be invited to contribute to this ceremony with their own ideas.
- Where unplanned closures occur there will still be a celebration/acknowledgement as appropriate.

2.6. Grievance or Complaints Procedure

The L2P Steering Committee aims to resolve all complaints in a non-threatening, informal and accessible manner. All concerns or complaints raised by program participants will be responded to immediately and on a one-to-one basis.

Where this is not possible, or where it is not desired by the complainant, the following more formal process will be adopted.

Nothing in this document shall pre-empt the right of an individual to seek appropriate legal redress outside the L2P Program or to take their complaint directly to the relevant authority.

In the event that a volunteer or learner driver expresses dissatisfaction with any aspect of the L2P Program or personnel, they will be informed of their right to lodge a formal complaint if they refuse the right for the complaint to be managed through appropriate informal resolution.

If the volunteer or learner driver wishes to lodge a complaint, it should be referred in the first instance to the L2P Project Officer.

Where a formal complaint is lodged, the Project Officer or the Youth Development Officer will notify the L2P Steering Committee by email no later than the next working day.

Where a complaint involves the Project Officer, then the complaint should be referred directly to the L2P Steering Committee, which will assume all responsibility for the resolution of the complaint.

Where a complaint is of a serious nature* then the Project Officer will notify the L2P Steering Committee immediately.

Note: *Complaints of a Serious Nature include:

- Criminal behaviour;
- A breach of the L2P Codes of Conduct;
- A breach of L2P 120 procedures;
- An action that intentionally puts a participant or volunteer at risk; and
- An action that intentionally intimidates a participant or volunteer.

What happens when a complaint is made?

Step 1: Where a complaint is lodged against a particular person, that person will be notified and given the opportunity to review the complaint and respond accordingly. The L2P Project Officer may decide that directly addressing the complaint together with the subject of the complaint concerned is sufficient to resolve the situation.

Written complaints determined by L2P Steering Committee to require no further action/information will be destroyed after a period of six (6) months.

The complainant will be notified in writing within 21 days of lodging their complaint, of the steps taken to address their complaint and of any outcomes of the complaint procedure.

Step 2: If the L2P Project Officer and the L2P Steering Committee consider a complaint requires further action, they will discuss the matter with the person who is the subject of the complaint and inform them of what action is to be taken. The L2P Project Officer, the L2P Steering Committee and the person who is the subject of the complaint (with an external advocate if desired) would then meet to resolve the issue. Minutes of this meeting will be taken and agreed to by all parties.

Again, the complainant will be notified in writing within 21 days of lodging their complaint, of the steps taken to address their complaint and of any outcomes of the complaint procedure.

Step 3: If the complainant is not satisfied with the outcomes of the Complaint Procedure to this stage, they will be informed of their right to take their complaint to the L2P Steering Committee and of their right to have an advocate support them in this process.

Step 4: If a satisfactory resolution cannot be reached using this Complaints Procedure, then the complainant will be informed of their right to take their complaint to the relevant external authority.

2.7. Travel

The mentors should only travel with the learner driver in the L2P Program vehicle, not their own vehicle.

2.8. No Physical Contact Allowed

2.9. Confidentiality and Disclosure Policy

Confidentiality is a right we have as individuals under the Australian law (*Privacy Act 1988*).

(1) Policy relating to learners, for volunteer mentors

Complete confidentiality should be maintained within a mentoring program. All learners will be made aware any information they give to a volunteer mentor or the Project Officer may be shared within the mentoring program on a strictly 'need to know' basis. Learners are also encouraged to understand the reasons for this.

Mentors must not pass on any information about a learner to any individual or agency outside the mentoring project without the learner's informed consent and the Project Officer's agreement. This includes information about whether they use the service.

Reasonable care must be taken to make sure discussions/conversations and telephone calls relating to the individual learners cannot be overheard by visitors, other learners and anyone outside of the mentoring project.

Learners records and other information relating to them must be stored securely to prevent accidental or intentional viewing by anyone outside of the mentoring program.

Confidentiality may be breached in the following circumstances:

- Where there is a risk of serious harm to any individual, including where a learner (under 18) is judged to be at risk of sexual, emotional or physical abuse; and
- Where a mentor is aware that a learner is involved in criminal activities.

In any of these exceptional circumstances, the Project Officer may decide to inform the appropriate agencies or authorities, depending on the details of the situation. The learner will be informed of the need to breach confidentiality prior to it happening. Where this is not possible (in an emergency), the learner will be informed of the breach at the earliest possible opportunity.

Learners have the right to see any written information about them, in the presence of their mentor or the Project Officer.

If a learner discloses information to a mentor that constitutes a child protection concern:

- The mentor is to let the young person know they are concerned about what they have been told and they will tell the L2P Project Officer if available, or the Moira Shire Youth Development Officer
- The mentor is to communicate their concern to with the L2P Project Officer if available or the Moira Shire Youth Development Officer as soon as possible; and
- The L2P Project Officer in consultation with the Youth Development Officer will make an assessment as to what action needs to be taken, whether a referral needs to be made to Child Protection at Department of Human Services and/or Police. Key themes to consider are the nature of the disclosure and how long ago it happened, as well as if the young person is currently at risk?

Regardless of whether mandatory reporting exists, any member of the public who knows or suspects on reasonable grounds that a young person is suffering, has suffered abuse or is at risk of harm, can report the abuse to their child protection authority.

(2) Policy relating to mentors

All volunteers may have access to their own personal records, including their application forms and supervision records. This can be arranged through the Project Officer.

Volunteer application forms and other confidential information relating to them will be stored securely at the Moira Shire Council.

Volunteers' home addresses will not be disclosed to learners and telephone numbers will not be given to learners without authorisation from the mentor.

2.10. Duty of Care

Both the organisation and the volunteer have the responsibility to exercise “duty of care”. They must take reasonable care to avoid actions or oversights that might reasonably be foreseen to injure others. Legal liability arises where, in the eyes of the court, an organisation or individual has been negligent. In short, agencies are liable for the actions of their volunteers, as for a paid staff member.

You are expected to take steps to avoid reasonably foreseeable risks of injury. The aim should always be to minimise the risk of injury, and the need for volunteers or a member of the public to take legal action, through good risk management practices and appropriate insurance cover.

2.11. Boundaries

All contact with the young participants must be scheduled through the L2P Project Officer. Planned social interaction out of the program is not appropriate. Where this happens unintentionally in the local community, interaction should be kept positive but brief.

Modes of communication (such as telephone and email) should be discussed and approved by the supervisor. Under no circumstances should any mode of communication be used to communicate inappropriate conversations of a sexual nature, obscene language or gestures, images of a sexual nature, suggestive remarks, jokes or images, or personal correspondence.

It is important to only develop communications that keeps professional boundaries clear and cannot be misinterpreted as a personal, as opposed to a professional, interest in the learner driver.

L2P LEARNER DRIVER APPLICATION FORM

Personal Details	
Surname:	First Name:
Home Address:	
Town:	Post Code:
Email:	
Home Phone Number:	Mobile Phone Number:
Preferred phone contact:	
Date of Birth:	

Emergency Contact	
Name:	
Home Address:	
Home Phone Number:	Mobile Phone Number:

Other Information	
Current Learners Permit Number:	Expiry Date:
Date permit commenced:	
Mentor Gender Preference: Male/Female/Either (this may not be guaranteed)	
What service referred you to the L2P Program?	

Please tick the areas of the L2P Selection Criteria you meet?

- * Financial limitations – Family or Learner Driver are dependant on Centrelink benefits as main source of income
- * Learner Driver is homeless or in supported accommodation;
- * Learner Driver does not have access to a licensed driver for driving supervision
- * Learner Driver does not have access to a registered vehicle for driver supervision
- * Learner Driver is a sole parent
- * Learner Driver is the child of a sole parent or parents who have special circumstances in the home, such as :
 - Another child in the home with severe illness or a disability
 - A Parent in the home with severe illness or a disability
 - Other special and extenuating circumstances*

Could you please explain how you meet the criteria items? (use extra page if required)
Healthcare/Pension Card sighted
Doctors Certificate provided (if under medical advice)
Do you have a VicRoads Learner Log Book? Yes / No If No, why?
Have you had any driving experience? Yes / No If so, how many hours? Vehicle type you have had experience with : Auto / Manual / both
Do you know someone who might be a good volunteer mentor candidate?

Please indicate your availability for driving sessions:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

I give permission for this information to be shared with VicRoads for reporting details.	Yes	No
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Photo Consent

I _____ hereby agree/disagree to give consent for photographs taken of me participating in the Moira Shire Council L2P program to be used by Moira Shire Council for the purposes of promoting the program.

Participants signature _____ Date: _____

The personal information in this form is for the purpose of registering you as a participant with the L2P program. The information will be used for this purpose only and will not be disclosed to other organisations unless required to do so by law.

If you are under 18 years old a parent or guardian must also sign this application in the space provided below

I _____ give permission for my son/daughter/child in my care _____ (child's name) to participate in the L2P Program. I understand and agree to the conditions outlined in the above application

Parent/guardian signature _____ Date _____

LEARNER DRIVER CODE OF CONDUCT

All L2P Program learner drivers should understand and agree to behave in accordance to the following code of conduct. Any violation of this contract may result in their immediate exit from the program.

In choosing to participate in the L2P Program I agree to:

- (1) Follow all rules, guidelines and Code of Conduct as outlined by the L2P Project Officer and in this contract, match agreement and program policies;
- (2) Keep all information discussed between myself and my mentor in strict confidence;
- (3) Maintain moral and ethical standards;
- (4) Treat all people with dignity and respect;
- (5) Never consume alcohol, tobacco or controlled substances before or while taking part in a driving lesson or session;
- (6) Notify the L2P Project Officer if I have any changes in address, phone number, employment status or relevant information;
- (7) Notify the L2P Project Officer if there is a change in booking times; and
- (8) Participate in a closure process when/if required.

Please note:

- Learner drivers are required to confirm their attendance at a driving session (via phone, sms or email) at least **two (2) hours prior** to a scheduled drive. If they fail to confirm attendance the session will be cancelled.
- If a learner driver fails to attend a pre-booked professional driving lesson with out giving reasonable notice (reasonable notice being the at least night before) then they will be required to pay a \$20 booking fee to the driving instructor.
- If a learner driver fails to show to three (3) driving lessons/sessions (professional or with their supervising driver mentor) without giving reasonable notice **they will be exited from the program.**

I _____ acknowledge and agree to abide by the Code of Conduct stated above.

Signed: _____

Date: _____