

F13/00169
D14/11266

MOIRA SHIRE COUNCIL

L2P MENTOR HANDBOOK

Updated April 2015

L2P LEARNER DRIVER MENTOR PROGRAM

TABLE OF CONTENTS

Page No

Contents

1. INTRODUCTION	4
1.1. Program Description	4
1.2. Vision	4
1.3. Target	4
1.4. How the Program Works	4
1.5. Overview of the L2P Program	4
2. ROLE OF A MENTOR	6
2.1. What is Mentoring?	6
2.2. What Role Does a Mentor Play?	6
2.3. A Mentor is Not	6
2.4. Process of Becoming a Mentor	6
2.5. When will Volunteers not be Accepted?	7
2.6. Requirements of an L2P Mentor	7
2.7. Some Question you Might have about Becoming a Mentor	8
3. L2P POLICIES AND PROCEDURES	10
3.1. Vehicle Booking Procedure	10
3.2. Volunteer Driver Operational Procedures	10
3.3. Vehicle Operational Procedures	10
3.4. Procedure for Vehicle Maintenance	12
3.5. Accident Reporting Procedures	12
3.6. Regulatory Role of the Moirā Shire Council	13
3.7. Closure of Mentoring Relationship Procedure	13
3.8. Grievance or Complaints Procedure	15
3.9 Travel	16
3.10. Confidentiality and Disclosure Policy	16
3.11. Duty of Care	18
3.12. Boundaries	18
3.13. L2P Volunteer Mentor Application Form	19
3.14. Mentors Code of Conduct	20

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 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 Moirā 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 Moirā 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, including an interview, 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 4-5 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 Supervising Mentors Handbook. There is a separate handbook for the L2P Learner Driver.

2. ROLE OF A MENTOR

2.1. What is Mentoring?

Mentoring is a relationship where a more experienced person helps a less experienced person to achieve their goals.

Everyone at one stage in their lives has had at least an informal mentor, or trusted role model who provided them with support, encouragement and advice.

Mentoring can take various forms, from highly structured one-on-one to a group social focus, to work place or school based mentoring. The main aim for a mentoring program is to link generous community people to others who need a bit of support, friendship and your time.

2.2. What Role Does a Mentor Play?

- Behavioural role model
- Link to the community
- Share testimony of life experiences
- Listener
- Companion - social and recreational outlet
- Reality check/advisor
- Source of information
- Help develop learners decision-making process
- Expose learner to new ideas and experiences (promoting personal growth)
- Advocate:
 - regularly review learners plans and actions
 - help point out obstacles to success
 - identify resources
 - refer for help when necessary (work through Project Officer and program whenever possible, for consistency)

2.3. A Mentor is Not ...

- The decision maker
- A lecturer/teacher/parent/boss/supervisor
- An authoritarian task master
- A “dumping ground”
- A counsellor
- Someone who won’t follow through
- Disrespectful of confidentiality
- Unreliable

2.4. Process of Becoming a Mentor

- Complete the L2P Volunteer Application Form (found at the back of this handbook) and return to the L2P Project Officer.
- The L2P Project Officer will contact you to arrange an interview that will help determine your suitability for the program and assist in the matching process as well as provide you with extra information about the program. Volunteers are to provide two (2) referees.
- L2P Project Officer to contact referees.
- Satisfactory Police Check, Working with Children Check and Driver History Report.
- Attend L2P training.
- Upon successful completion of the training, the L2P Project Officer will contact you as soon as a suitable match has been found. You will be provided with some information on the young person and allowed time to decide whether you agree to the match or not. Once you have accepted a learner, we will arrange an initial meeting.

2.5. When will Volunteers not be Accepted?

- If there is an identified legal issue.
- Recent illness is assessed as putting the young people at risk.
- Inappropriate attitude to work with young people.

2.6. Requirements of an L2P Mentor

- Experience and/or interest in working with young people.
- Good communication skills.
- Flexibility.
- Participate in full nine (9) hours of supervising driver/mentor classroom training.
- Commitment to take a young person out driving for a minimum of one (1) hour per week.
- Inform the L2P Project Officer of any concerns or issues arising within the mentoring relationship, when guidance or additional support is required.
- Be punctual and inform the learner ahead of time if unable to fulfil a commitment.
- Exercise a duty of care for the student with all reasonable care being taken to ensure safety is maintained

Rights and Responsibilities of L2P Volunteers and Staff

• Responsibilities of Volunteers

- a) Mentors and learners will not speak to the media or make public comment on behalf of the Moirā Shire Council without permission from the Manager of Community Development.
- b) Gifts should not be given or received without consultation with L2P Project Officer.
- c) Mentors should not lend money to learners and are to be sensitive to any financial constraints of the learner.
- d) Mentors are not to disclose personal details of their learner e.g. not give the address or phone number of your learner to friends or acquaintances. Mentors must limit the information they collect about their learner. Do not keep identifying details (names, addresses etc) on any written notes and limit the information written down that is directly relevant to your role as mentor. Do not share this information with others outside of the agency. You may be called to justify why you collect the information.
- e) If a friend or acquaintance is interested in meeting your learner, make sure you approach the learner first and ensure they are comfortable with this to occur.
- f) Act responsibly and make sure safety is maintained at all times.
- g) If injured while volunteering for the L2P Program please contact the L2P Project Officer for an Incident Report Form **immediately**.
- h) Maintain confidentiality: do not discuss learner information outside of the program.
- i) Inform the L2P Project Officer of any problems or incidents that arise during the program with you, your learner or someone else.
- j) Treat others respectfully and with consideration.
- k) Be responsible for any traffic offences you incur while volunteering as a supervising driver for the L2P Program, such as parking tickets and speeding fines.
- l) As a mentor with the L2P Program, you are an ambassador for our program and a role model to a vulnerable young person. Therefore drug, alcohol and smoking are prohibited when meeting with and driving with your learner.
- m) Mobile phones **MUST BE** turned off before the driving session begins.
- n) If, during the duration of your mentoring relationship, you encounter issues that you are unable or unauthorised to handle, please contact the L2P Project Officer on 0458 762872 or Moirā Shire Youth Team Leader Clinton Shand on 58 719222. Always discuss areas of concern with your Project Officer first. Do not take it upon yourself to refer outside assistance for the learner. It is best to have issues dealt with in a coordinated way, ensuring that the learner is fully informed of any action taken. It is also important to remember that you may not have access to all the

necessary information to be able to make a good choice for the learner - particularly if it is dealing with anything outside the role you are requested to perform (such actions may also upset the internal process for the agency)

- o) Volunteer mentors are obligated to disclose any breach of the above to the L2P Project Officer.

Responsibilities of Staff to Volunteers

- a) Value and respect all volunteers.
- b) Provide volunteers with ongoing support and assistance.
- c) Provide volunteers with a copy of the organisations Policies and Procedures when you start volunteering.
- d) Provide open communication systems.
- e) Allow volunteers to take time out as needed or arranged.
- f) Provide written or verbal references regarding volunteers' involvement.
- g) Provide training in relation to the program.
- h) Provide information on what is expected of volunteers.
- i) Act promptly when mentors and/or learners contact them with any concerns and/or issues that have arisen during the mentoring process.
- j) Debrief with mentors and learners quarterly at debrief sessions designed to discuss any issues.
- k) Evaluate mentor/learner matches as appropriate.
- l) Build a network of referring and support agencies.
- m) Uphold effective administration systems.
- n) Collate information from participants to be used for statistics, data collection and evaluation purposes and feedback to you.
- o) The Moirā Shire Council agrees to maintain the confidentiality of volunteers. Your information will be kept in an individual file in a safe and secure place accessed only by Moirā Shire Council staff.

2.7. Some Question you Might have about Becoming a Mentor

a) Does everyone have to do the VicRoads mentor classroom training?

Yes. The mentor classroom training gives everyone an opportunity to decide whether mentoring is what they really want to do. The training also provides you with some valuable information on how to approach your role as a supervising driver, what your roles and responsibilities are and how to best work with the learner driver to get the most out of the experience. You will also be provided with some valuable resources that you will likely need to continually refer to throughout the program. This training is delivered by trained VicRoads staff and will cover the following topics:

- Novice driver crashes and safety;
- Factors contributing to crashes;
- The role of practice in skill acquisition and safer driving;
- The importance of a graded or staged approach to the learner period;
- The graded approach to the learner period recommended by VicRoads;
- Working with young people;
- Issues concerning disadvantaged young people;
- The coaching role;
- Providing feedback as a supervising driver; and
- The program content, processes and rules.

You are not assessed on your driving ability.

b) I used to be a professional driving instructor; do I still need to do the training?

Yes. Being a supervising driver is very different to being an instructor. It is important that you attend the training so you have a clear understanding of the distinction between the two roles.

c) How long does the training last?

The training is a total of 9 hours completed in 2 to 3 sessions. They are at no cost to the mentor.

d) What is covered in the training?

The training looks at the role of the supervising driver and explores the four (4) stages of the learner driver period. The training will also look at how mentors can best prepare for their driving sessions, particularly in the early stages of the learner driving period. Likewise the training will look at developing positive relationships with young people and working with young people, as well as exploring communication and listening skills. See question a).

e) What sort of time commitment do I need to make?

Once you have completed the training and are matched to a learner driver you should allow approximately one (1) to two (2) hours per week at least, however the amount of time spent is an individual choice and can be negotiated between yourself and your learner. Also dependent on the availability of the L2P vehicle.

f) What sort of support is available when I become a mentor?

You will have the on-going support of the program Project Officer. The Project Officer will organise regular opportunities to debrief and express concerns. Likewise there will be opportunities to meet with other mentors involved in the program, allowing you to share your experiences and gain feedback.

g) Do I have to provide my personal details to my learner?

This is a personal choice. Most mentors do end up swapping contact details with their learner but you should wait until you feel ready to do this.

h) Can I use my own vehicle for driving sessions with the learner driver?

No. You may only use the L2P vehicles provided for the program which are covered by the Moirā Shire Council insurance policy in the event of an accident.

3. L2P POLICIES AND PROCEDURES

3.1. 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.
- Cancellation of bookings requires **24 hours** notice from either the learner drivers, volunteer mentors or the L2P Project Officer.

3.2. Volunteer Driver Operational Procedures

- All applicants for the Volunteer Driver Program are to undergo a registration process that requires them to undertake a Police Check, Working with Children Check and Driver History Report. As well as an interview and reference checks. Working with Children Checks are free for volunteers. The cost for the Police Check and licence check will be borne by Moirā Shire Council.
- All forms required for this registration are included in the Volunteer Driver Information Pack, which is available from the L2P Project Officer.
- Completed forms are to be returned to the L2P Project Officer prior to participation in the program.
- Applicants must provide proof that they have obtained their licence as part of the registration process.
- The volunteer driver must complete the Volunteer Application Form and this is to be retained by the Moirā Shire Council.
- Applicants must have taken part in driver training delivered by VicRoads prior to acceptance into the L2P Program as a volunteer driver.
- All volunteer drivers will be provided with a copy of the Guidelines for Supervising Drivers' pack for mentors, which will be their reference to the program.
- All Volunteer Drivers shall be registered with the Moirā Shire Council Volunteer Program to ensure they are suitably covered for public liability and indemnity against civil action.
- The Moirā Shire Council will maintain a Volunteer Driver Database and the L2P Project Officer will advise volunteer driver mentors of their bookings on a weekly basis.
- Volunteer drivers are to be well presented and courteous at all times.
- Instructions to learner drivers are to be clear, concise, in accordance with current road laws and follow the recommendations outlined in the program.
- The volunteer mentor will establish the meeting place and time in conjunction with the learner driver and the L2P Project Officer.
- The volunteer mentor will have the learner driver complete vehicle inspection and refuelling as outlined in the Procedure for Vehicle Operation. This will benefit the learner driver by providing experience in car maintenance and safety checks.
- The Volunteer mentor must ensure that the Learner Drivers produce their Learner Permit before each session (it is a requirement by law that learner permits are carried whilst driving);
- The volunteer mentor must also show their license to the learner driver to fulfil their requirement to carry their license at all times whilst driving or supervising a learner driver.
- Driving sessions can be terminated by the volunteer mentor if weather/road conditions are unsafe or the learner driver is not following instructions or driving in a safe manner.
- Volunteer mentors can cancel the driving session if they believe the learner driver is under the influence of alcohol or drugs.
- Drive sessions can only take place between **6am – 10pm**.

3.3. Vehicle Operational Procedures

- The vehicle is supplied by the Moirā Shire Council.

-
- Comprehensive Vehicle Insurance is provided by the Moirā Shire Council.
 - As per the Volunteer Driver Operational Procedures, a Police Check will have been completed prior to access to the vehicle.
 - Vehicle inspections should be undertaken on a regular basis. Inspections should include lights, windscreen washer, oil, tyre pressure, vehicle damage as per Vehicle Maintenance Check Procedures.
 - Refuelling of the car should occur before the gauge is below a quarter of a tank. If after your driving session you notice the fuel gauge is at or below a quarter of a tank please call the L2P Project Officer, Debra Kruz, on 0458 762 872 so that arrangements can be made for refuelling prior to the next session.
 - Upon completion of the driving session, the vehicle shall be returned to Moirā Shire Carpark (unless otherwise advised)
 - The volunteer mentor must complete both the VicRoads learner driver logbook and the Moirā Shire Council vehicle logbook for each driving session recording the date, odometer reading at start and finish, total kilometres travelled and volunteer mentor and learner driver's names.
 - The vehicle is for the sole purpose of this program and is not for personal use.
 - Volunteer mentors are **never** to use their personal vehicle for the purposes of this program as they will not be covered by the Moirā Shire Council insurance policy.

3.4. Procedure for Vehicle Maintenance

Personnel	Timing	Activity
Volunteer mentors	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	Contact the L2P Project 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	Ensure vehicle undergoes scheduled maintenance in accordance with vehicle maintenance handbook.
	Specific repairs	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.

3.5. Accident Reporting Procedures

Accident Procedure

In the event of an accident, please:

- 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, 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 Moirā Shire Council as the address
 - Insurance company names and policy numbers
 - Names of any witnesses
 - Addresses of any witnesses
- ♦ **This information must be reported via the L2P Project Officer who will then forward the information to Fleet Management.**
- ♦ **You will need to complete an Accident Notification Form, as advised by Fleet.**

Breakdown Procedure

Each vehicle is covered by a RACV 24/7 breakdown service Roadside Assist. The phone number for this is **137200**.

Body Damage

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

Loss of Personal Items

The loss of personal property from a Moirā Shire 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.

3.6. Regulatory Role of the Moirā Shire Council

- The L2P Project Officer is to meet with the volunteer driver to assess suitability, matching requirements and time availability.
- The L2P Project Officer is to assess learner driver for eligibility, matching requirements and volunteer driver's time availability.
- The L2P Project Officer is to meet with the volunteer driver 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 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 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 is to contact the volunteer driver and learner driver to confirm the session time and pick-up point.
- It is the responsibility of the volunteer driver and learner driver to contact each other and the L2P Project Officer if a cancellation of a booked session is required.
- The volunteer driver is to ensure that the Vehicle Operational Procedures are followed as detailed on Page 10 are followed.
- The volunteer driver 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 and learner driver are to discuss the lesson and make appropriate entries in the learner's logbook. It is the responsibility of the learner driver to ensure they bring their logbook to every session.
- The L2P Project Officer is to contact the volunteer driver 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 and learner driver are satisfied with the progress of the first lesson, additional sessions are booked and confirmed with the volunteer driver and learner driver.
- The volunteer driver and learner driver are to confirm future pick-up and drop-off arrangements.
- The L2P Project Officer, in conjunction with the volunteer driver, is 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 in the Guidelines for Supervising Drivers in the L2P Program, which volunteers will receive as a part of their training.

3.7. Closure of Mentoring Relationship Procedure

- The mentor and learner 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 or the learner 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 without prior discussion and planning with the L2P Project Officer.
- The learner is encouraged to raise any concerns about the mentor with the L2P Project Officer immediately so that safety and wellbeing of the learner is maintained as a priority. In cases where there are safety concerns, or the learner 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 clarifying that the official match arranged by the L2P Project Officer has ended. Letters will also be sent to other relevant parties that were agreed by the learner at the time of joining the program, i.e. parents, guardians, teachers.
- If a match ended prematurely, but the learner was still interested in being matched with another mentor, this will be arranged as appropriate and where possible.
- Contact between the mentor and learner 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 learners 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 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.

3.8. 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 L2P Project Officer will notify the L2P Steering Committee by email no later than the next working day.

Where a complaint involves the L2P 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 L2P Project Officer will notify the L2P Steering Committee immediately.

* Complaints of a Serious Nature include:

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

3.9 Travel

Mentors should only travel with the learner in the L2P Program vehicle, not their own vehicle.

No physical contact allowed.

3.10. Confidentiality and Disclosure Policy

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

a) Policy relating to learners, for volunteer mentors

Complete confidentiality should be maintained within a mentoring program. All learners will be made aware that any information they give to a volunteer mentor or the L2P 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 of the mentoring project without the learner's informed consent and the L2P Project Officer's agreement. This includes information about whether they use the service.

Reasonable care must be taken to make sure those 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 L2P 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 L2P 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 that they are concerned about what they have been told and they will tell the L2P Project Officer;
- The mentor is to communicate their concern to the L2P Project Officer as soon as possible; and

- The L2P Project Officer will make an assessment as to what action needs to be taken, that is 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, is the young person 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.

b) 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 L2P Project Officer.

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

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

c) Policy for Learners

When you are with your mentor it is important that you can feel free to talk about yourself.

You have the right to privacy and safety. Your mentor will not talk about you to people outside of the mentoring program

Sometimes it will be necessary to share information about you within the mentoring project. The sort of information that may be shared with other mentors and the L2P Project Officer is:

- If you are being hurt by someone; and
- If you are in desperate need of help for something the mentor can't provide e.g. safe place to stay.

There are also circumstances where, in order to protect your safety, your mentor (through the L2P Project Officer) will need to share information about you outside the program. Examples of this are:

- If you are being sexually, emotionally or physically abused by someone; and
- If you are being threatened with violence.

If you tell your mentor something that indicates that you are at serious risk or harm then they may have a responsibility to tell someone else.

No information will be passed on outside of the mentoring program without discussing it with you first. Your views and needs will be taken into account and you would be offered support throughout the procedures that may then follow.

If a learner discloses to the L2P Project Officer anything that constitutes child protection concerns or a breach of the program Code of Conduct in relation to the mentor:

- The L2P Project Officer will immediately cease the relationship between the mentor and learner and will take appropriate action on the matter;
- Appropriate action may involve the Police if a crime has been committed on the part of the mentor, and
- Instant dismissal of the mentor may take place in instances where a crime has been committed or behaviour has breached the mentor Code of Conduct.

If the law is not being broken, nor other harmed, then every learner has the right to confidentiality. In other words, the information belongs to the learner. It is your learner who decides what information can and cannot be passed on to other people. Therefore, from the start, make sure you and your learner have agreed about what information can be discussed or told to other people and for what reason.

Confidential information is personal information or facts about the person's life that have been made available to you because the person is requesting or receiving a service from you.

3.11. Duty of Care

Duty of care simply means being so placed in relation to another person that failure to exercise care might foreseeably cause them injury.

Both the organisation and the volunteer have the responsibility to exercise 'duty of care'. That is, 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.

3.12. 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 that cannot be misinterpreted as a personal as opposed to a professional interest in the student.

3.13. L2P Volunteer Mentor Application Form

Personal Details	
Surname:	First Name:
Home Address:	Post Code:
Email:	
Home Phone Number:	Mobile Phone Number:
Work Phone number:	Date of Birth:
Preferred contact number:	
Do you have any existing medical conditions that may affect your participation in this program? If so, please list here:	

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

Other Information	
Drivers Licence Number:	Expiry Date:
Learner Driver Gender Preference:	Male / Female / Either

Please provide details of two professional/work, study/community based referees who you authorise for us to contact who can provide a character reference. (Referees must have been known by the applicant for 12 months and must not be family members)

	Name	Organisation	Position/Relationship	Phone
1				
2				

Please indicate your availability for volunteering:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

I agree to undertake all training relevant to the L2P program	Yes	No
I agree to undertake a Working with Children Check	Yes	No
I agree to undertake a Police Check	Yes	No
I give permission for the L2P Project Officer to undertake a VicRoads Drive History Report on my behalf.	Yes	No

I give permission for my information to be shared with VicRoads for reporting purposes.	Yes	No
I give permission for photos taken of me participating in Moirā Shire Council L2P program to be used for promotion purposes.	Yes	No

Signature: _____ Date: _____

The personal information in this form is for the purpose of registering you as a volunteer 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.

3.14. Mentors Code of Conduct

All L2P Program mentors should understand and agree to work in accordance to the following code of conduct. Any violation of this contract may result on termination of the position.

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

- 1) Follow all rules, guidelines and code of conduct outlined by the L2P Project Officer and in this contract, match agreement, mentors training and program policies;
- 2) Undertake a Working with Children Check a Police Check and a VicRoads Driver History Report - All Costs associated with these will be reimbursed to the volunteer by the Moirā Shire Council on handing over of a receipt;
- 3) Keep all information discussed between myself and my learner in strict confidence unless it contravenes the Child Protection Legislation;
- 4) Maintain moral and ethical standards;
- 5) Treat all people with dignity and respect;
- 6) Never consume alcohol, tobacco or controlled substances in the presence of my learner.
- 7) Not lend money, or receive gifts;
- 8) Be a positive role model to my learner and be reliable, consistent, honest and be tolerant of individual differences, values and viewpoints;
- 9) Notify the L2P Project Officer if I have any changes in address, phone number, employment status or other relevant information; and
- 10) Participate in a closure process when/if required with my learner.

I _____ acknowledge and agree to abide by the code of ethics stated above.

Signed: _____ Date: _____