

Merri-bek L2P Learner Driver Mentor Program Policies and Procedures

Volunteer Mentor Recruitment

The Merri-bek L2P Learner Driver Mentor Program seeks approved drivers from the community who have an interest in supporting young learner drivers to achieve 120 hours of practical driving experience. The time commitment is 1-2 hours a week in a mentoring match with the young person. Applicants must complete all stages of the screening process to be considered for participation.

Volunteer Mentor Screening

To become involved in the Merri-bek L2P Program, all applicants must satisfactorily complete all the components of the screening process:

- Complete an application form
- Attend an interview
- Undergo a National Police Check
- Apply for a Working with Children Check Card (in line with current Victorian legislation)
- Submit a request for a Driver History Report through VicRoads
- Attend the Department of Transport Mentor Training (approximately 6 hours)
- Undergo Referee Checks
- Participate in a program induction and orientation
- Participate in In-house Policies and Procedure reviews and mentor training (3 hours a year)
- Commit to ongoing L2P training and supervision sessions.

Recruitment Methods

The Merri-bek L2P Program will promote the program by advertising through a variety of sources including:

1. Current INLLEN networks i.e., Advisory Board Members, Committee of Management members
2. Local newspaper advertisements and editorial/stories
3. Local festivals & expos e.g., Glenroy Festival
4. Websites and social media including:
 - INLLEN
 - Merri-bek City Council
 - Go Volunteer
 - Seek.com + Au.indeed.com
 - Youth Mentoring Hub
5. Merri-bek libraries – noticeboards and newsletters
6. Merri-bek Youth Services – noticeboard and brochures
7. Local radio, coffee shops, health clinics etc
8. Merri-bek Neighbourhood Houses
9. Centrelink
10. Service Clubs, i.e., Local Rotary and Lions
11. Local sports and leisure clubs
12. Presentations to a variety of groups including those named above.

Learner Driver Recruitment

Young people who live, work, study or are linked to services provided within the Merri-bek City Council may be eligible to participate in the L2P Program. Participation in the program is voluntary.

Learner Driver Selection Criteria

Young person must:

- Possess a current and valid Learner Permit
- Be under 21 years of age
- Have no access to a fully licensed adult or a suitable motor vehicle
- Have regular availability to meet with their Volunteer Mentor.
- Hold Australian citizenship or Permanent Resident/Humanitarian/Refugee visas.

Recruitment Methods

The Inner Northern LLEN will promote the L2P program to young people by providing relevant information such as Learner Driver Selection Criteria and Application Forms through:

1. Local schools.
2. Local community members.
3. Local community organisations i.e., Advisory Board Members.

Recruitment Selection Process

1. Initial Expression of Interest/Enquiry.
2. Complete an Application Form.
3. Obtain Parental/Guardian consent (if under 18 years).
4. Attend an interview with the L2P Coordinator.
5. Commit to the Program's Policies and Procedures and Code of Conduct.
6. Commit to regular communication with the L2P Program Coordinator.
7. Participate in program evaluation.

Parent/Guardian Permission

The L2P Program Coordinator and/or referral person will distribute information regarding the L2P Program to the parent/guardian of each learner driver (where applicable or where the young person is under the age of 18 years).

The L2P Program will seek parent/guardian written permission (the L2P Coordinator can make time to meet with the parent/guardian if necessary) for Learner Drivers (under 18 years of age) to participate in the program, prior to commencing in the program.

Matching

The L2P Program will match a Volunteer Mentor and Learner Driver based primarily on common interests and availability.

Volunteer Mentor and Learner Driver information will be gathered by the L2P Coordinator through the selection process. Prior to making the match, the L2P Coordinator will inform the Volunteer Mentor and Learner Driver of the prospective match. Privacy will always be maintained and only information that is required will be disclosed to the Volunteer Mentor and Learner Driver e.g., driving history, name, interests etc.

The Volunteer Mentor, Learner Driver, Parent/Guardian (where applicable), Referral Agent (where available) and the L2P Coordinator will meet and sign the Match Agreement before proceeding with the mentoring match. This allows for the Volunteer and Learner to meet and have a discussion. The opportunity to discuss any concerns or fears that either party may have, is provided during and after the match meeting.

Mentor Code of Conduct

Volunteers are required to sign and agree to the INLLEN Child Safe Code of Conduct.
Volunteers are required to sign and agree to the L2P Program Code of Conduct.

Volunteer Mentors will also be provided with additional information about program operational policies and procedures through regular and ongoing training and supervision provided by the L2P Program.

Learner Driver Code of Conduct

Learner Drivers will be required to sign and agree to the L2P Code of Conduct.

If a Volunteer Mentor and/or Learner Driver fail to behave and act in accordance with the Code of Conduct and Match Agreement requirements, they may be disqualified from participating in the L2P Program.

Child Protection Reporting

Volunteer Mentors are required to report to the L2P Program Coordinator on a regular basis about their mentoring match. If the Volunteer Mentor has any concerns regarding the safety of the Learner Driver, the L2P Coordinator must be informed **immediately**. The L2P Coordinator and the INLLEN Executive Officer will determine the appropriate course of action for each issue reported. The L2P Program Coordinator has a moral Duty of Care to all participants to report any concerns of abuse.

Confidentiality and Disclosure

All information that is discussed between the Volunteer Mentor and Learner Driver is to be held in strict confidence, except where the Learner Driver (or another person's) safety may be at risk. The Volunteer will be responsible for providing the L2P Coordinator with regular information about how the match is progressing and about any concerns that the mentor may have regarding the Learner Driver. Learner Drivers have right to privacy and all program participants should be mindful of this.

An electronic copy of information will be stored in the Learner Drivers file where issues or concerns are raised about the young person's well-being. The information will be stored electronically in a password protected environment.

Issues and concerns regarding the Learner Driver must, in all cases, be reported directly to the L2P Coordinator. The L2P Coordinator will act in line with and according to the Children, Youth and Families Act, 2005.

Vehicle/Transportation Policy

Volunteer Mentors and Learner Drivers must make travel arrangements regarding their meeting destination prior to the day and time of the driving session. Under no circumstance is the Volunteer Mentor to transport the Learner Driver in their personal vehicle.

Where there are exceptional circumstances (e.g., public transport is very difficult for the Learner), the Volunteer Mentor, in consultation with the L2P Coordinator, can arrange to pick up their Learner Driver from a different meeting point (e.g., train station, school) in the L2P vehicle. They must also ensure that they have booked the car for the time that is required to pick up and drop off the Learner, as well as complete the driving session, as per the Booking and Administration Policy.

Duty of Care Policy

Duty of care can be defined as 'an obligation to take reasonable care to avoid harming other people or their property' (<https://fls.org.au/law-handbook/getting-help/look-up-legal-terms/d-e-f/>). Harm encompasses both physical and emotional harm.

Duty of care is a legal obligation that one individual has to another, that is, to take reasonable caution to ensure the safety, care and wellbeing of each other. This assumes that you will take reasonable care to ensure there is no foreseeable injury or risk to others. A breach of duty of care can be viewed as negligence in a court hearing/action and is usually phrased in terms of what a reasonable person would be expected to do.

In the case of a serious incident, Merri-bek L2P participants are required to **immediately** contact the L2P Coordinator or the INLLEN Executive Officer. Some examples of when you need to contact INLLEN staff include:

- Serious injury, illness or the hospitalisation of any program participant
- Abuse or mistreatment of a program participant
- Intoxication
- Drug or alcohol overdose
- Apprehension of a program participant by the police
- Damage to property
- Death

INLLEN's Duty of Care to Volunteer Mentors

INLLEN is responsible to ensure that adequate information, training and support are made available to all volunteer mentors in the L2P Program, including in an ongoing capacity.

INLLEN's Duty of Care to Learner Drivers

INLLEN is responsible to ensure that adequate information, support and pre-matching professional driving sessions are made available to all learner drivers in the L2P Program, including in an ongoing capacity – ensuring that they are assessed to be ready for the next stage of their driving experience.

Volunteer Mentors and Learner Drivers Duty of Care to Each Other

In accordance with Common Law, Volunteer Mentors and Learner Drivers have a duty of care to each other; to ensure that they do not in any way endanger or cause harm to one another.

Booking and Administration

A Booking and Administration procedure will be maintained for fair, organised and transparent access to the L2P Program vehicles.

For a day and time to be booked for the supervised driving session, the Administration Procedure is as follows:

- Volunteer Mentor and Learner Driver to agree on a day and time that is mutually suitable.
- Volunteer Mentor to use the online car booking process (or contact L2P Coordinator) to book the supervised driving session.
- Volunteer Mentor to confirm this booking with their Learner Driver in advance if they choose.
- The L2P vehicle must be returned at the agreed booking end time.
- The L2P booking must have a minimum gap of 15 minutes between each session to allow time for change over.
- The L2P vehicle will be booked in 1.5 – 2 hour blocks to allow for pick up and drop off time.
- The L2P booking must not exceed 2 hours for driving sessions.
- The L2P vehicle can be booked for up to 3 hours for a licence test session.
- If the learner is in Stage 4 and you are planning a longer trip for a session, please discuss with the L2P Coordinator prior to booking in the vehicle.
- One booking per match per day will be allowed.
- A maximum of 2 driving sessions per week is allowed.
- Volunteer Mentors and Learner Drivers may choose to book in their driving sessions 3 months in advance if they wish.

The Vehicle Booking Calendar will include the following information:

- Volunteer Mentor name, contact number and Learner Driver name
- Day, date and time of vehicle booking

Vehicle Operating Policy – Merri-bek L2P

The Merri-bek L2P Program vehicles will be used for L2P operational purposes only and are not, under any circumstances to be used for personal use by Volunteer Mentors, Learner Drivers or L2P Program staff.

Insurance & Registration Details

The L2P Program cars are registered, and have full, comprehensive insurance cover (provided through Into Work Australia).

Vehicle Garaging Arrangement and Operating Hours

The vehicles will be garaged at the following locations:

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| <p>1. Brunswick Police Station 360 Sydney Road Brunswick, 3056 Telephone: 8378 6000</p> | <p>2. Pentridge Shopping Centre (Level B3) Whatmore Drive Coburg North, 3058</p> |
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The vehicles will have a regular car space at the respective parking lots between the hours of 9pm – 8am.

Vehicle Operating Process

- Each location is provided with the Team up booking calendar to be able to check session when required.
- When collecting the car at Brunswick Police Station, Volunteer Mentors are required to present the Officer on duty with their drivers licence if requested. A signed copy is stored in the L2P folder.
- The Pentridge vehicle will be parked on level B3 and keys access will be shared with you by the L2P Coordinator.
- The Volunteer Mentor is then given the car keys and the car park swipe card. (**Note:** Learner Drivers are not permitted to access the Police Station or PS car park).
- The Volunteer mentor must complete the Vehicle Logbook (kept in each car) for each driving session recording the following details:
 - Name
 - Date
 - The odometer reading at the start and end of the trip
 - Total kilometres travelled
- A visual safety check of the car should be made, with the Learner, before commencing the driving session. Any damage must be reported to the Coordinator immediately, and significant damage necessitates that the driving session be cancelled.
- Volunteer Mentors are responsible for always keeping cars with at least ½ tank of petrol. A petrol card is provided for both cars and is kept in the cars respective glove boxes. The Coordinator provides the PIN to all Volunteer Mentors upon commencement in the Program.
- At the end of the driving session, the car is to be returned to the Police Station and parked in the car park, unless the next driving pair are already there, in which case the car keys and car park swipe card may be given directly to the Volunteer Mentor.
- The Brunswick car keys and car park swipe card are to be returned to the Police Station Reception desk, where the Officer on duty will receive them. It is important that Mentors ensure that the keys are clipped into the L2P folder.
- The Pentridge car is to be returned to level B3 of the underground carpark. Keys are to be returned to the key safe, which must be securely locked prior to leaving.
- Any physical damage incurred during a driving session should be reported **immediately** to the L2P Coordinator in line with the Vehicle Maintenance Procedure and / or the Accident Policy.

Volunteer Mentor and Learner Driver Responsibilities

Whilst in the vehicle, it is expected that the Volunteer Mentor and Learner Driver will:

- Always hold and carry a valid driver licence/permit.
- Comply with the Victorian Road Rules and Laws including:
 - Always wear a seat belt.
 - L plates to be clearly displayed in the front & rear of the vehicle whilst the Learner Driver is driving.
- The driver of the L2P vehicle is responsible for paying any traffic fines or parking infringements incurred whilst in the driver's seat.
- Ensure the vehicle is appropriately parked and secured when it is not in use.
- Keep the vehicle in a clean and tidy condition.

Note: It is the responsibility of both the Volunteer Mentor and the Learner Driver to be familiar with the current road rules and laws and any updates to the same. These can be accessed online at www.vicroads.vic.gov.au

Learner Driver Requirements

- Bring the myLearners app (or the physical log book) to each driving session;
- Ensure that after each driving session all obligatory logbook details are completed. Drives are approved by the Volunteer Mentor or Driving Instructor.

Vehicle Servicing Policy

- The Program vehicle will undergo regular servicing and safety inspections as per the vehicle service manual.
- The servicing will be carried out by fleet management group Custom Fleet.
- The L2P Program Coordinator will arrange the servicing appointments when they are due.
- The financial costs of the vehicle servicing will be met by the L2P program.

Vehicle Refuelling Policy

There is a BP petrol card in each of the two cars (in the glove box). The petrol cards only accept standard unleaded fuel (no premium fuels). The Program Coordinator provides the PIN to each new Mentor upon successful completion of all aspects of screening and recruitment. No other source or method of refuelling is to be engaged in.

- Volunteer Mentors are responsible for refuelling the vehicle when the fuel tank is less than half full.
- Volunteer Mentors are required to provide the vehicle odometer reading and PIN number at the time of purchase.
- Petrol costs will be met by program funds.

Travel Expenses

The Merri-bek L2P Program will not reimburse volunteer mentors for any travel expenses incurred, which includes but is not limited to:

- The kilometres travelled between home and vehicle pick up point.
- Any other travel expenses related to travel to attend to the vehicle pick up point.

Reimbursement Policy

The Merri-bek L2P Program will not be responsible for any reimbursement costs associated to activities that are outside of the L2P Program operational costs.

The L2P Program will not reimburse Volunteer Mentors and/or Learner Drivers for the following:

- Items purchased from petrol stations (coffee/drinks/food) during a driving break
- Non-scheduled cleaning of the cars
- Servicing of the cars
- Fines incurred whilst driving the cars, including:
 - Speeding fines
 - Red light camera fines
 - Parking fines.

It is the responsibility of all Volunteer Mentors and Learner Drivers to arrange travel costs associated with travelling to and from the vehicle pick up point (e.g., taxi fares, public transport costs).

The Merri-bek L2P Program will not take responsibility for reimbursement related to personal:

- Parking fines
- Speeding fines
- Taxi or public transport fares

Collision and Other Accident Reporting

In the event of an accident involving the L2P Program Vehicle, there are obligations and responsibilities that the vehicle driver and passengers must adhere to under the Victorian Road Safety Road Rules and as part of the L2P Learner Driver Mentor Program. Accidents are required to be reported according to Victorian Road Law and hence the police must be notified when persons are injured.

1) Vehicle Accident Reporting Procedure for the Merri-bek L2P Program

If the vehicle is involved in an accident or incident, the following procedures apply:

- Stop the vehicle immediately
- Render assistance to any injured persons (if possible)
- **If any person is injured, call 000 for ambulance and police assistance.**

Where no injuries are sustained to any persons, you must proceed to:

- Exchange name, address and details of the vehicle with the other parties and, if possible, obtain the name of their insurance company.
- DO NOT CLAIM OR ACCEPT LIABILITY.
- Record the details of the accident including:
 - Street name
 - Time and date
 - Weather conditions
 - Details of any witnesses including their name, phone number and address.

Note: Forms to use are available from the Mentor Resource page or request direct from the L2P Coordinator

In both cases:

- Report the accident to the L2P Program Coordinator as soon as possible (**0457 791 480**) and if required contact: EMERGENCY ROADSIDE ASSISTANCE: 1300 139 555
- Complete the Accident Report form

L2P Coordinator Responsibilities

- Ensure the most recent version of the Program's Policies and Procedures is always available.
- Determine the need for immediate debriefing and support to the Volunteer Mentor and the Learner Driver and act accordingly.
- Notify participants' Next of Kin (where applicable).
- Contact Roadside Assistance provider/tow truck if necessary.
- Arrange transportation to home / back to personal vehicle etc., for both Volunteer Mentor and Learner Driver.
- Follow up all insurance, repairs and reporting requirements.
- Ensure the safety of the vehicle before it is returned to use.

2) Workplace Accident Reporting Procedure

Should you have an accident in the workplace (e.g., in the office, during training at a venue etc) the following procedures apply:

- It must be reported to the L2P Program Coordinator **immediately**
- Record the details of the workplace accident on the Accident Report Form (if possible) which will be added to the Workplace Accident Log Book for further action.

L2P Coordinator Responsibilities

- Ensure that this procedure is read and discussed with all Volunteer Mentors.
- Determine the need for immediate medical aid and/or support to the Volunteer Mentor/Learner Driver and act accordingly.
- Contact Ambulance/Police (if necessary).
- Notify participants' Next of Kin (where applicable).
- Arrange transportation to home/back to personal vehicle as required.
- Follow up on insurance/medical requirements/WorkSafe claims.
- Ensure the safety of all participants before volunteers/employees return to the workspace to use.

Occupational Health and Safety Policy

All Volunteer Mentors and Learner Drivers who participate in the L2P Program are covered by the Occupational Health & Safety Act 2004.

The INLLEN Occupational Health and Safety Policy is as follows:

- We are committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health (physical & psychological), safety and welfare of employees, contractors, authorised visitors, and anyone else who may be affected by our operations.
- As part of our commitment to health & safety, we welcome any reasonable suggestions that would improve the work environment and further reduce risk to the health, safety and welfare of our employees.
- The full policy is in the OH&S Manual – which can be made available to any individual that would like to access it.

COVID-19 and Other Serious Infectious Disease Requirements

- Volunteer Mentors and Learner Drivers must comply with all relevant Victorian restrictions and regulations and L2P Policies and Procedures in relation to COVID-19 and other serious infectious diseases.
- Participants must cancel a scheduled drive if either Mentor or Learner Driver:
 - are experiencing any symptoms of illness (temperature over 37.5 degrees, fatigue, sore throat etc).
 - have been in close contact with a confirmed or suspected case of any serious infectious disease (e.g., pneumonia, chickenpox)
- If a Mentor or Learner needs to cancel a scheduled drive due to illness, the drive should not be rescheduled until at least 48 hours after symptoms have cleared.

Record Keeping Policy

All Volunteer Mentor and Learner Driver personal information will be protected, maintaining the privacy, accuracy and security of each person's private and personal information. All personal information will be stored on a Department of Transport database that only L2P Program staff and the INLLEN Executive Officer will access.

Dispute Resolution

Complaints or disputes between parties may arise at any time and include Volunteer Mentors, Learner Drivers, the L2P Coordinator or other INLLEN staff. Any complaints lodged or disputes that arise will effectively be managed by the L2P Program Coordinator in the first instance. Any complaints or disputes that cannot be resolved by the L2P Program Coordinator will be referred to the INLLEN Executive Officer.

In the event the complainant is not satisfied with the outcome they will be informed of their right to take the complaint to the Department of Transport. The L2P Program Coordinator will provide the relevant name and contact details of the staff member at the Department of Transport.

Supervision and Monitoring Policy

All participants in the L2P Program will be provided with regular support and supervision by the L2P Coordinator.

Volunteer Mentor

All Volunteer Mentors will be provided with regular support and supervision by the L2P Coordinator. This will take form via telephone, email, face to face meetings and ongoing and regular training and supervision/support.

Learner Driver

All Learner Drivers will be provided with regular support by the L2P Coordinator. This will take form via telephone, email, face to face meetings and via access to the limited professional driving lessons.

Closure Policy

The closure of a mentoring match will conclude if/or when:

- A Learner Driver attains their Probationary Licence
- A Learner Driver turns 21 years old and the continuation of participating in the program is reviewed
- A Learner Driver can no longer participate in the program
- A Volunteer Mentor can no longer participate in the program.

An email will be sent to the Volunteer Mentor, Learner Driver, referral agent and the parent/guardian (where applicable) to inform them of the closure or termination of the mentoring match. Should the Volunteer Mentor and the Learner Driver decide to continue their relationship, then this will be done outside of the constraints of the Merri-bek L2P Program and the INLLEN.

Evaluation Policy

All L2P Program participants are expected to participate in the evaluation of the Merri-bek L2P Program, as set out by the L2P Program Coordinator and in line with VicRoads guidelines.

Recognition Policy

All L2P Program participants will be formally recognised for their contribution and dedication to the L2P Program, including the acknowledgement of the Learner Drivers attainment of their Probationary Licence.

Volunteer Mentor and Learner Driver External Communication Policy

The Merri-bek L2P Program will allow Volunteer Mentors and Learner Drivers to exchange mobile phone numbers and emails only. (In the case that individuals do not have a mobile phone number, alternative arrangements will be made). This mobile phone number and email exchange will be for programmatic purposes only.

During L2P program participation, Volunteer Mentors and Learner Drivers are to adhere to all L2P Policies and Procedures and in doing so, will maintain a strictly platonic, learner driver mentoring relationship.

This means that Volunteer Mentors and Learner Drivers will:

- Not exchange work or home telephone numbers (unless discussed with the L2P Coordinator prior)
- Not exchange personal address details
- Not communicate via social media sources (including but not limited to: Facebook, Twitter etc.).