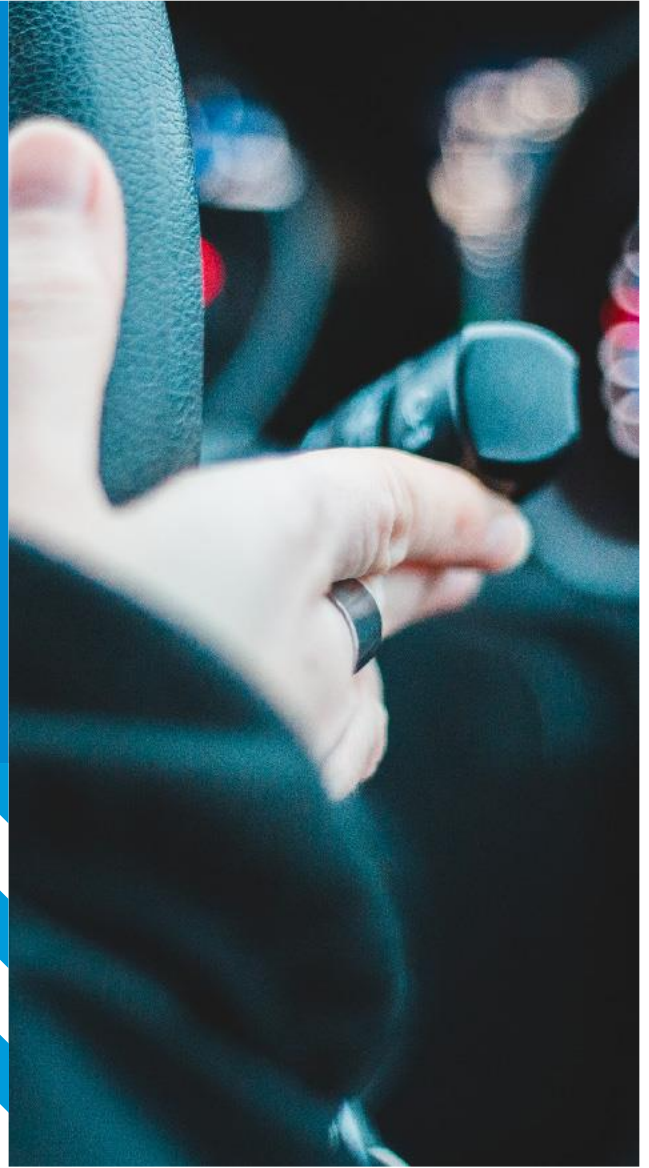


TAC L2P Mentor Handbook



WELCOME

Welcome and thank you for your commitment to the TAC L2P Program, we really appreciate you volunteering your time to assist young learners in obtaining the 120 hours driving practice. This Handbook contains some important information about the program, policies and procedures, as well as the rights and responsibilities of volunteer Mentors. We hope you find this information helpful. However, if you have any additional questions please feel free to ask the L2P Program Coordinator. Thank you again for your support of the TAC L2P program.

Inner Northern Local Learning and Employment Program Coordinator: Janelle Barnard
Network (INLLEN) L2P mobile: 0457 791 480
Address: 420 Victoria Street, Brunswick 3056 Phone: (03) 9101 9807
Email: jbarnard@inllen.org.au

WHAT IS THE L2P PROGRAM?

The TAC L2P Program aims to provide an opportunity for young people aged 16-21 years who face a significant barrier or disadvantage (economic, social or other) to successfully obtain their probationary license with the support of a skilled local volunteer Mentor.

Learner Drivers will:

- Have access to up to seven professional driving lessons with a registered driving instructor throughout their time in the program to assess progress. Learner Drivers will need to demonstrate basic car control before beginning driving sessions with their volunteer Mentor.
- Be matched to a trained volunteer Mentor who will guide their development as safe drivers.
- Obtain their mandatory 120 hours (including 20 hours night driving) of driving practice required in a variety of weather, traffic and road conditions, under the supervision of their Mentor.
- Book and complete a Hazards Perception Test at VicRoads and submit logbook for processing if appropriate - usually after 100 hours of driving.
- Discuss with their Mentor and L2P Coordinator a test date and time to ensure that a car can be made available.
- Book the licence test themselves.

HOW THE L2P PROGRAM WORKS FOR MENTORS

All Mentors participating in the TAC L2P Program must meet the following selection criteria:

- Hold a current Victorian drivers' license
- Have experience and/or an interest in working with young people
- Have good communication skills
- Be able to participate in the supervising driver/Mentor training
- Commit to supervising a Learner Driver in driving sessions for a minimum of 1-2 hours per week and for a minimum of one year.

At the end of a match period the L2P Program Coordinator will hold a closure and/or evaluation meeting with the Mentor and Learner Driver. This may be done face-to-face, over the phone or in writing. A match may end for many reasons and may end unexpectedly.

If a Mentor wishes to end a match for any reason, they must immediately contact the L2P Program Coordinator. If there are safety concerns or a situation is irresolvable the L2P Program Coordinator can end the match immediately. If a match ended prematurely, but the Mentor remains interested in being matched with another Learner Driver, this will be arranged as appropriate and where possible.

IMPORTANT CONTACT NUMBERS

Important contact numbers you may need whilst involved in the L2P Program include:

L2P Program Mobile:	0457 791 480
Custom Fleet Roadside Assist:	1300 139 555
Police, Fire, Ambulance:	000

AS A MENTOR YOU ARE A VOLUNTEER OF THE INNER NORTHERN LOCAL LEARNING AND EMPLOYMENT NETWORK (INLLEN) YOU HAVE THE RIGHT TO:

- Work in a healthy and safe environment
- Be interviewed in compliance with equal opportunity and anti-discrimination legislation
- Be adequately covered by insurance
- Be given accurate and truthful information about the organisation for which you are working with
- Request a copy of the organisation's volunteer policy and any other policy that affects your work
- Not fill a position previously held by a paid worker
- Not do the work of paid staff during industrial disputes
- Have a job description and agreed working hours
- Have access to a grievance procedure
- Be provided with orientation to the organisation
- Have your confidential and personal information dealt with in accordance with the principles of the *Privacy Act 1998*
- Be provided with sufficient training to do your job

WHAT SUPPORT IS AVAILABLE TO MENTORS?

You have the full support of the L2P Program Coordinator. The L2P Program Coordinator will organise opportunities to debrief and express concerns if needed. Likewise, there will be opportunities to meet with other Mentors involved in the TAC L2P Program, allowing you to share your experiences and gain feedback and tips.

CAN I USE MY OWN VEHICLE FOR DRIVING SESSIONS?

NO. You must only use the vehicles provided for the Merri-bek L2P Program, which are covered by the Inner Northern Local Learning and Employment Network (INLLEN) insurance policy in the event of an accident.

CAN I PICK UP/DROP OFF AT A LEARNER DRIVER'S RESIDENCE?

The learner driver should be picked-up and dropped-off at the police stations or at pre-determined public location (only with approval of the L2P Program Coordinator).

CAN I TAKE PASSENGERS ON A DRIVING SESSION?

No passengers (with the exception of the L2P Program Coordinator) are allowed to travel in the car. In the event that a Learner Driver has a child the L2P Program Coordinator may approve for the child to travel in the car during a driving session if:

- The learner driver must be in stage four of learning to drive
- Mentor, learner driver and L2P Program Coordinator must agree to the arrangement
- The Baby/Child in TAC L2P Vehicle Consent Form must be signed by all parties
- The child seat must be fitted by an approved child restraint fitter and left in the vehicle permanently.

Should this request arise from a learner driver, please contact the L2P Program Coordinator, who will guide you through this process.

CAN I ASSIST MY LEARNER DRIVER WITH THE HAZARD PERCEPTION TEST?

NO as the Learner Driver must complete this test on his or her own. However, you can ensure the learner has access to the Hazard Perception Test information document on the VicRoads website.

If your Learner Driver speaks a language other than English as their main language, they are able to complete the Hazard Perception Test in one of 13 other languages. They are able to decide this at the time of booking the test

WHAT HAPPENS IF A LEARNER FAILS THEIR DRIVING TEST?

Mentors are to encourage learner to book their test again straight away. If they require more sessions and driving lessons let the L2P Program Coordinator know.

WHAT ARE THE COSTS FOR BOOKING TESTS AND PAYING FOR LICENCES?

Cost of Hazards Test: Free on first attempt / free online. Thereafter, \$40.60

Cost to book driving test: Free on first attempt. Thereafter, \$69.40

Car, motorcycle, dual and heavy vehicle licences.

Type of licence	3 years	4 years	10 years
New, reissue* or renewal For full or P2 probationary licences	\$88.90	N/A	\$304.50
New or reissue* For P1 probationary driver licences	\$88.90	N/A	N/A
Free Licence Scheme For eligible drivers under 25	Free	N/A	N/A

Fees may be subject to change.

FREE LICENCE SCHEME

The Free Licence Scheme rewards young drivers who maintain a good driving record while on their Ps. Young Victorian drivers (under 25 years old) with no traffic-related offences could be eligible for a free 3-year driver licence if:

- They got their P1 licence before turning 21 years of age
- Are under 25 years of age when their probationary licence expires
- Have a Victorian probationary licence for 4 years (with a P1 for 12 months and P2 for 3 years)
- Do not have any demerit points
- Have not committed any traffic-related offences
- They may still be eligible if your licence was suspended because of medical reasons, a court conviction for a non-driving related offence (i.e. Community Sentencing Reform).
- More information on the Vic roads website

THE FOUR STAGES OF LEARNING TO DRIVE

Stage One: Basic Car Control

Traffic free areas, such as large empty parking lots or empty local roads

Stage Two: Quiet Streets

Quiet suburb or industrial area with light traffic

Stage Three: Complex Traffic

Busier suburban areas, local shopping areas, multi-lane roads with heavier traffic

Stage Four: Rehearsing Solo

Major roads near or in high traffic areas

L2P CARS

The Merri-bek L2P Program provides 2 cars for the TAC L2P Program. Both cars are automatic, one being a hybrid. When driving the L2P vehicles ***all road rules and laws must be followed and complied with.*** Mentors must also:

- Ensure the vehicle is appropriately parked and secured when not in use
- Keep the vehicle in a clean and tidy condition
- Understand the vehicle is for the sole purpose of the TAC L2P Program and is only to be used to provide supervised driving practice. All other activities are prohibited
- Only conduct driving sessions in the L2P cars provided due to insurance requirements
- Complete vehicle inspections and refueling as required
- Cancel the driving session immediately if they believe the Learner Driver is under the influence of alcohol or drugs, is unwell, or if they feel unsafe at any stage
- Ensure the Learner Driver carries their current learners permit during all driving sessions, as required by law, as well as their logbook (digital or physical)
- Enter the drive session details in car logbook

Please note that the Mentor can terminate driving sessions if weather/road conditions are unsafe or the Learner Driver is not following instructions or is driving in an unsafe manner.

At the end of each session the Mentor and Learner Driver should discuss the driving session and make appropriate entries in both the learner's and vehicle logbooks. The Mentor and Learner Driver should also use the opportunity to confirm their following driving session(s).

BOOKING PROCEDURE

Vehicle bookings are made by the Mentor using the online booking system (any issues, please contact the L2P Program Coordinator before midday on Mondays). The Mentor and Learner Driver will establish the meeting place and time. Many Mentors and Learner Drivers like to reserve the same time each week for driving sessions, but this is up to the Mentor and Learner Driver.

To make a booking online:

1. Open Teamup with the link provided by the L2P Administrator
2. Once open, click on the day that you wish to book to create a new booking
3. In the title: Enter the Learner Driver and Supervisor name and Supervising driver mobile number (e.g. **Jessie & Ross 04XX XXX XXX**)
4. Select your day, time frame (deselect 'all day') and set number of recurring bookings if required
5. From the drop down menu, choose which car you are booking (**Pentridge** or **Brunswick**)
6. Click the SAVE button
7. Please take care to ensure other bookings are not affected by your booking. Please seek clarification with the L2P Coordinator if any problems arise. Thank you!

PICK UP AND DROP OFF

It is the responsibility of the Mentor to collect the vehicle prior to the driving session and return the car and keys after each driving session.

Mentors should meet their Learner Driver at the respective police station. Any issues with accessing cars please call L2P Program Coordinator immediately.

LOCATION OF L2P CARS:

Automatic car – Brunswick Police Station, 630 Sydney Rd, Brunswick VIC 3056

Hybrid car – Pentridge Shopping Car Park, Level B3 Whatmore Drive, Coburg North. (key accessed via lock box)

VEHICLE INSPECTION

The Mentor and Learner Driver should complete a vehicle inspection at the beginning of each driving session. This includes checking lights, windscreen washer, oil, tyre pressure and vehicle damage. This will benefit the Learner Driver by providing experience in car maintenance and safety checks. Should any problems be identified with the vehicle, notify the L2P Program Coordinator immediately.

All personal items and all rubbish must be removed from the car at the end of your session. If you find rubbish in the car at the start of your session, please dispose of it responsibly. If you find personal belongings in the car, please leave them in the car.

LOG BOOKS

The Mentor is responsible for completing the vehicle logbook for each driving session. Learner Drivers should complete their own logbooks at the conclusion of each session with the Mentor's assistance.

VicRoads has also developed an online logbook application called myLearners. With myLearners your learner will be able to:

- log and track hours on the app, no matter where they are
- keep track of their progress as they work towards solo driving
- use the VicRoads website to help form lifelong safe driving behaviours
- Learners who have a paper log book can continue to use it, or they can transfer their hours to myLearners the first time they log in to the app, it's easy!

To access the myLearners app, please use the following links. Please feel free to contact your L2P Program Coordinator who can further guide you through the process of setting up myLearners for your learner driver.

VicRoads Information Page:

<https://www.vicroads.vic.gov.au/licences/your-ls/mylearners>

myLearners webpage:

<https://mylearners.vic.gov.au/>

REFUELING

Refueling of the vehicle should occur **before the gauge is below ½ full**. There is a BP fuel card available in each of the cars. Information regarding the PIN is available in the glovebox. There is also a list of BP service station locations provided in the vehicle folder.

BREAKDOWN PROCEDURE

The L2P cars are covered through Custom Fleet Roadside Assistance. The details of this are in the vehicle folder.

LOSS OF PERSONAL ITEMS

The loss of personal property from a L2P vehicle is the responsibility of the Learner Driver or Mentor. Please ensure your own insurance covers items of a significant value for this type of loss.

ACCIDENT REPORTING PROCEDURE

1. In the event of an accident, please ensure any injured person is immediately attended to (if safe to do so) and medical attention is arranged.
2. If any person is injured or property (including animals) is damaged, immediately call **000** for ambulance and police. If you are out of mobile range call 122.

If the police do not attend the accident, then you must attend the closest open police station as soon as possible to complete a self-reporting accident form. You are required by law to give your name and address, as well as the name and address of the owner of the vehicle and the registration number of the motor vehicle.

3. **DO NOT ADMIT LIABILITY.** All insurance companies require that you do not admit liability at any time.
4. Note all the details of the people and vehicles involved in the accident, including all details of independent witnesses. Information you should supply, and record includes:
 - Makes and models of vehicles involved in the accident
 - All registration numbers
 - Names and addresses of all parties involved. You should provide your own name along with:
 - Inner Northern Local Learning and Employment Network (INLLEN)
 - 420 Victoria Street, Brunswick 3056
 - All licence numbers
 - Contact telephone numbers (home and work)
 - Contact telephone number for Merri-bek L2P Program is 0457 791 480
 - Insurance company names and, where available, policy numbers
 - Names and addresses of any witnesses
 - Take pictures of damage where appropriate.
5. This information must also be reported to the L2P Program Coordinator as soon as practicable after the incident. You will need to complete an **Accident Reporting Form** (found in the boot, in vehicle folder).
6. Any vehicle damage incurred without the presence of other parties, e.g. collision with a pole, should also be reported to the L2P Program Coordinator immediately and an **Accident Reporting Form** (located in the vehicles) must be filled out and returned to the L2P Program Coordinator.

CONFIDENTIALITY AND DISCLOSURE POLICY

All parties involved in the TAC L2P Program must maintain complete confidentiality at all times. Personal details about Learner Drivers, Mentors and L2P Program staff must not be passed on to any individual or agency without consent. This includes information about whether they use the service.

All records and personal information are stored securely by the Inner Northern Local Learning and Employment Network (INLLEN) and are provided to the Department of Transport for data collection purposes. TAC L2P Program participants have the right to see any written information about them in the presence of the L2P Program Coordinator.

MANDATORY REPORTING

Mentors are required to inform the L2P Program Coordinator immediately if they have any concerns regarding the safety of a Learner Driver. Confidentiality may be breached in the following circumstances:

- where there is reasonable grounds to suspect abuse or risk of harm to a learner driver
- where a mentor/learner driver is aware that the mentor/learner driver is involved in serious criminal activities.

In any of these exceptional circumstances, the L2P Program Coordinator may decide to inform the appropriate agencies or authorities.

CHILD SAFETY CONCERNS (for under 18 year olds)

If a Learner Driver discloses information to a Mentor that constitutes a child safety concern, mentors are required to inform the L2P Program Coordinator immediately if they have any concerns regarding the safety of the learner driver. Mentors must have a discussion with the learner driver to establish appropriate boundaries, and if the concerns are verified they need to inform the learner the incident has been disclosed to the L2P Program Coordinator and will be reported.

A mentor is required to report disclosure of the following to the L2P Program Coordinator:

- a young person tells a mentor they have been, or are being, sexually or physically abused.
- someone else, such as a sibling, relative, friend or acquaintance, tells a mentor that the young person has been or is being sexually or physically abused.
- a young person tells a mentor that they know someone who has been or is being sexually or physically abused (the young person could be referring to themselves).
- a mentor's own observations of the young person's physical and/or emotional condition or behaviour lead them to suspect that the young person has suffered sexual or physical abuse.
- other circumstances lead a mentor to suspect that a young person has been sexually or physically abused.

Once the L2P Program Coordinator receives the information, they may contact the young person to check on their welfare and the urgency of the situation.

If a Learner Driver discloses information to the L2P Program Coordinator that constitutes child protection concerns and involves a Mentor, the L2P Program Coordinator will immediately cease the relationship between the Mentor and Learner Driver and will take appropriate action on the matter.

BREACH OF THE L2P PROGRAM CODE OF CONDUCT

If you believe a participant (either Mentor or Learner Driver) of the TAC L2P Program is in breach of the L2P Program Code of Conduct contact the L2P Coordinator to discuss your concerns.

In the event of a breach, the L2P Program Coordinator may immediately exit the participant from the TAC L2P Program following investigation. Appropriate further action may involve contacting the Police if a crime has been committed.

BOUNDARIES

Any contact between the Mentor and Learner Driver outside of driving sessions must be discussed with and approved by the L2P Program Coordinator prior to it taking place.

Planned social interaction outside of the TAC L2P program is not appropriate. Where this happens unintentionally in the local community, interaction should be kept positive but brief.

COMMUNICATION

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.

Communication via text, phone or email with Learner Driver must be about L2P driving program activities only.

GRIEVANCE AND COMPLAINTS

Where Mentor or Learner Driver behaviour is considered unsatisfactory, contact the L2P Program Coordinator immediately on 0457 791 480.

All Mentors and Learner Drivers have the right to have a grievance or complaint addressed fairly, respectfully and in a timely manner. All grievances and complaints will be responded to immediately and on a one-to-one basis.

Where a complaint involves the L2P Program Coordinator, the complaint should be referred directly to the Executive Officer, David Kennedy on 0432 540 725.

Details of grievances are recorded in the L2P grievance register, including what action was taken and details of a resolution. All files are kept secure and confidential.

GRIEVANCE & COMPLAINTS PROCEDURE

A grievance or complaint can be made or raised verbally or in writing. At all times, the assistance of a friend or advocate is welcomed.

- Step 1:** A grievance or complaint should be made in the first instance to the L2P Program Coordinator.
- Should the L2P Program Coordinator be unable to reach a resolution the complaint will be forwarded to the INLLEN Executive Officer.
- 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.
- Step 2:** Should the INLLEN Executive Officer 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 INLLEN EO, the L2P Program Coordinator, 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:** In the event the complainant is not satisfied with the outcomes of the grievance and complaints procedure to this stage, they will be informed of their right to take their grievance to Department of Transport, and of their right to have an external advocate support them in this process.
- The L2P Program Coordinator will provide the complainant with the name and contact details of the relevant Department of Transport staff member.
- Step 4:** If a satisfactory resolution cannot be reached using this procedure, then the complainant will be informed of their right to take their complaint to the relevant external authority.

DRINK DRIVING LAWS FOR L AND P DRIVERS

- L and P drivers have a **0 BAC** requirement

TOUGHER DRINK AND DRUG-DRIVING LAWS

There are tougher penalties when you're caught driving under the influence of alcohol or other drugs. From 30 April 2018 the laws changed for alcohol and/or drug related driving offences.

WHAT'S CHANGED FOR DRINK-DRIVERS

If you get caught driving at .05 or more, you'll:

- need to pay a fine,
- lose your licence,
- need to complete a compulsory drink driver behaviour change program, and
- need to get an alcohol interlock installed in any vehicle you drive (once re-licensed) for at least six months.

WHAT'S CHANGED FOR DRUG-DRIVERS

If you get caught with drugs in your system, you'll lose your licence for a minimum of six months (instead of three) and will also need to complete a drug-driver program before getting your licence back.

THANK YOU & CLOSE

We would like to thank you again for your commitment to the TAC L2P Program, if you have any further questions or concerns please feel free to reach out to the L2P Coordinator to discuss.