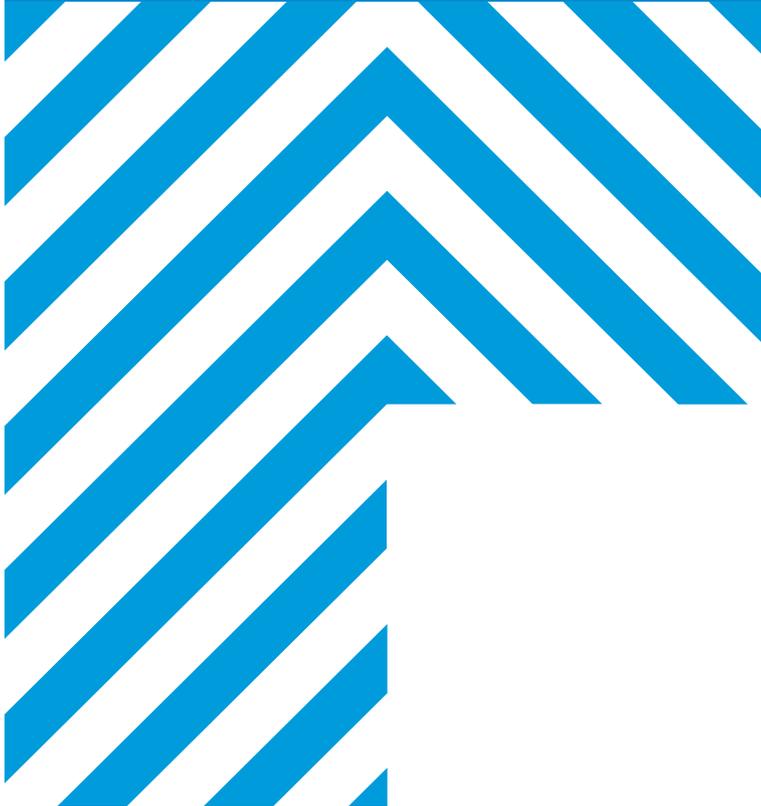
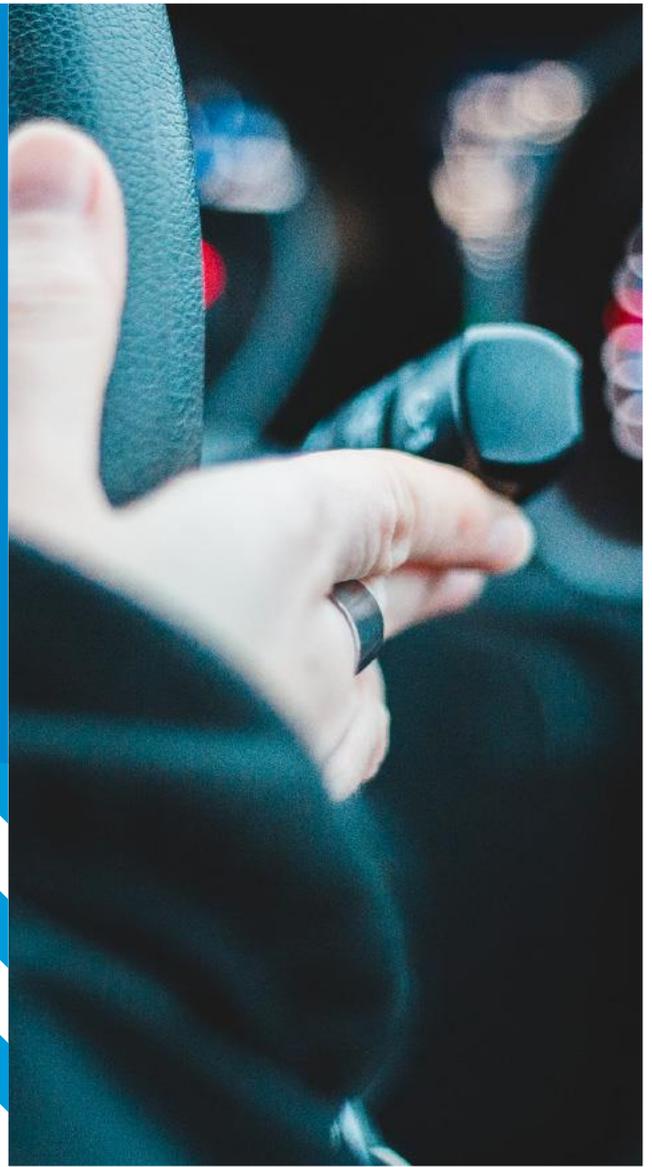


# TAC L2P Learner Handbook

Introduction, Policies & Procedures



**Junction**  
Support Services  
Changing lives since 1989



## WELCOME

We hope you find this information kit helpful. However, if you have any additional questions please feel free to ask the L2P Program Coordinator

Junction Support Services  
Unit 9 / 155 Melbourne Road  
PO Box 1490, Wodonga, Victoria, 3690

(02) 6043 7400  
[L2P@junction.org.au](mailto:L2P@junction.org.au)

We're excited to help you get the skills you need to become a safe driver!

## HOW THE TAC L2P PROGRAM WORKS FOR LEARNER DRIVERS:

As a participant in the TAC L2P Program, there are a few things you need to know:

1. You will be contacted by a L2P Program Coordinator who will provide you with driving instructor details so that you can organise your first driving lesson at a time which is convenient to you.
2. When you are deemed "car ready" by the professional Driving Instructor you will be matched with a fully trained volunteer Mentor, you may require more than one lesson.
3. The L2P Program Coordinator will contact you and your match to arrange an introduction meeting.
4. After this meeting you will then be able to start driving with your Mentor and you can arrange what works best for you both during the week to meet up for driving sessions.
5. As well as building up your hours with your Mentor you will also be eligible for up to 7 free professional driving lessons with a driving instructor who will track your progress and offer any tips. Your Mentor is asked if she/he would like to attend your driving lessons also.
6. You will need to book and complete a Hazards Perception Test at VicRoads and submit logbook or logbook on the myLearners application for processing if appropriate usually after 100 hours of driving.
7. Once you have passed your hazards test you need to let the L2P Program Coordinator know and they will arrange for the Driving Instructor to contact you to get you test ready.
8. You book your licence test yourself or through the L2P Driving Instructor, usually a 4-6 week wait.
9. You need to inform your Mentor, Driving Instructor and L2P Program Coordinator of your test date and time so that a car can be made available.
10. When you achieve your licence, you will have your photo taken in front of the L2P car with your P's and email/text the L2P Program Coordinator.
11. If you are unsuccessful you should book another test straight away and further sessions and lessons can be booked to help you get your licence.

**If you wish to end a match for any reason you must 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 early, but you are still interested in the program, the L2P Coordinator can arrange another match when possible.**

## RESPONSIBILITIES OF LEARNER DRIVERS

**Learner Drivers must always follow these guidelines, while they are participating in the TAC L2P Program:**

- Arrive on time to all driving sessions. If you cannot make a driving session **24 hours' notice is required**. Your Mentor is generously donating their time to the TAC L2P Program and this should always be respected.
- If you fail to attend 3 or more lessons with the professional driving instructor or mentor, you may be released from the TAC L2P Program.
- Carry your current learners permit with you during each driving session, as required by law, as well as your logbook/My Learners App on your mobile device.
- Notify the L2P Program Coordinator in if your learner's permit has or will be suspended. Learner permit's will be checked regularly to make sure they are current and valid.
- Maintain confidentiality. Do not disclose **ANY** personal details about your Mentor/s and limit the information you collect about your Mentor/s to what is necessary to participate in the program.
- Act responsibly and make sure safety is always maintained.
- Understand and comply with the Victorian road rules and laws.
- Inform the L2P Program Coordinator of any problems or incidents which arise during the program with you, your Mentor or someone else.
- You should not give or receive gifts or money, except for very small token gifts such as flowers or chocolates upon completion of the TAC L2P Program.
- You are an ambassador for the TAC L2P Program. Drug and alcohol use are strictly prohibited whilst driving and when meeting with your Mentor and you are required to treat others with respect and consideration.
- You are responsible for any traffic offences you incur while participating in the TAC L2P Program, such as parking tickets and speeding fines.
- Do not speak to the media or make public comment on behalf of the Junction Support Services and the TAC L2P Program without permission from the L2P Program Coordinator or Manager and the CEO of the Junction Support Services.

## FAQs

### WHAT SUPPORT IS AVAILABLE TO LEARNER DRIVERS?

You have the full support of the L2P Program Coordinator and your Mentor. The L2P Program Coordinator will be in regular contact to discuss any concerns you may have.

### DO I HAVE TO GIVE MY PERSONAL DETAILS TO MY MENTOR?

The Mentor will need your phone number to arrange driving sessions and a pre-determined public location.

Drop-off at your home residence is permitted only at the request of a learner and with approval of the L2P Coordinator, but no visits into the home are allowed.

### **CAN THE MENTORS USE THEIR OWN CARS FOR DRIVING SESSIONS?**

No. they must only use the vehicles provided for the L2P Program, which are covered by Junction Support Services insurance policy in the event of an accident.

### **CAN I TAKE PASSENGERS ON A DRIVING SESSION?**

No passengers (except for the L2P Program Coordinator) are allowed to travel in the car. If you have a young child, the L2P Program Coordinator may approve the child travelling in the car during a driving session if:

- You are in stage four of learning to drive
- Mentor, learner driver and L2P 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.

### **CAN MY MENTOR ASSIST ME WITH THE HAZARD PERCEPTION TEST?**

You must complete this test on your own. However, your Mentor or L2P Program Coordinator can help you get access to the Hazard Perception Test information document on the VicRoads website. Your mentor can also accompany you to your Hazard Perception Test if they can. You may take a professional driving instructor with you, but this would be at your own expense.

If you speak a language other than English as your main language, you can complete the Hazard Perception Test in one of 13 other languages. You can decide this at the time of booking the test.

### **IF YOU FAIL THE HAZARD OR DRIVING TEST.**

You are encouraged to book your test again straight away. If you require more driving lessons let the L2P Program Coordinator know. Please see the following link to a practice hazards test:

[mylicence.sa.gov.au/hazard-perception-test](http://mylicence.sa.gov.au/hazard-perception-test).

### **COSTS FOR BOOKING TESTS AND PAYING FOR LICENCES**

**Cost of Hazards Test: \$37.80**

**Cost to book driving test: \$64.60**

Car, motorcycle, dual and heavy vehicle licences costs:

Type of licence	3 years	4 years	10 years
<b>New, reissue* or renewal</b> For full or P2 probationary licences	\$82.80	N/A	\$283.60
<b>New or reissue*</b> For P1 probationary driver licences	N/A	\$110.30	\$283.60
<b>Free Licence Scheme</b> 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
- Are under 25 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
- Haven't committed any traffic-related offences (see below for details)
- 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 VicRoads website.

## THE L2P CARS

JUNCTION SUPPORT SERVICES provides fleet cars for the TAC L2P Program. Most cars are automatic, and one is manual. When driving the L2P vehicles ***all road rules and laws must be followed and complied with.***

## 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, please notify the L2P Program Coordinator immediately.

All personal items and all rubbish must be removed from the car at the end of your session.

## DRIVING SESSIONS

Please note that the Mentor can terminate driving sessions if weather/road conditions are unsafe or if the Learner Driver is not following instructions or is driving in an unsafe manner. At the end of each session the Learner Driver and Mentor should discuss the driving session and make appropriate entries in both the learner's and vehicle logbooks/apps. The Mentor and Learner Driver should also use the opportunity to confirm future pick-up and drop-off arrangements.

## LOG BOOKS

You are responsible for completing your logbook or via the myLearners app. With myLearners you can:

- log and track hours on the app, no matter where you are
- keep track of your progress as you work towards solo driving
- use the VicRoads website to help form lifelong safe driving behaviours
- If you have a paper log book you can continue to use it, or you can transfer your hours to myLearners the first time you 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/>

**LOSS OF PERSONAL ITEMS**

The loss of personal property from a L2P vehicle is the responsibility of the Learner Driver or Mentor. Please ensure you let the L2P Program Coordinator know if you think you left something in the car, and they will endeavor to retrieve it for you.

**CONFIDENTIALITY AND DISCLOSURE POLICY**

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

All records and personal information are stored securely by the Junction Support Services and are provided to the Department of Transport for data collection purposes. The TAC L2P Program participants have the right to see any written information about them in the presence of the L2P Program Coordinator.

**BREACH OF THE TAC L2P PROGRAM CODE OF CONDUCT**

If you believe a participant of the TAC L2P Program is in breach of the L2P Program Code of Conduct contact the L2P Program Coordinator.

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

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.

**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.

## GRIEVANCE AND COMPLAINTS

Where a Learner Driver or Mentor behaviour is considered unsatisfactory, contact the L2P Program Coordinator.

All Mentors and Learner Drivers have the right to have a complaint addressed fairly, respectfully and in a timely manner. All 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 Junction Support Services CEO.

Details of grievances and complaints 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 PROCEDURE

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

**Step 1:** A grievance 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 L2P Steering Committee.

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 grievance procedure.

**Step 2:** Should the L2P Program Coordinator and the L2P Steering Committee consider a complaint requires further action they will discuss the matter with the person who is the subject of the grievance and inform them of what action is to be taken.

The L2P Program Coordinator, 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:** In the event the complainant is not satisfied with the outcomes of the grievance 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 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 complaints procedure, then the complainant will be informed of their right to take their complaint to the relevant external authority.

## DRINK/DRUG 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.

### **ABOUT THE BEHAVIOUR CHANGE PROGRAM**

If you commit a drink or drug driving offence on or after 30 April 2018, you must complete a [Behaviour Change Program](#) before getting your licence back. The type of program you'll need to complete will depend on your offence, but as a guide, they're up to 12 hours long and are split over several days.

Please note that if your offence was before 30 April 18, you'll need to get your licence back before April 2019 or you'll need to complete a Behaviour Change program.

### **THANK YOU & CLOSE**

We would like to thank you for your commitment to the TAC L2P Program and we hope you enjoy your time on the program and journey to getting your license. If you have any further questions or concerns, please feel free to reach out to your L2P Program Coordinator to discuss.