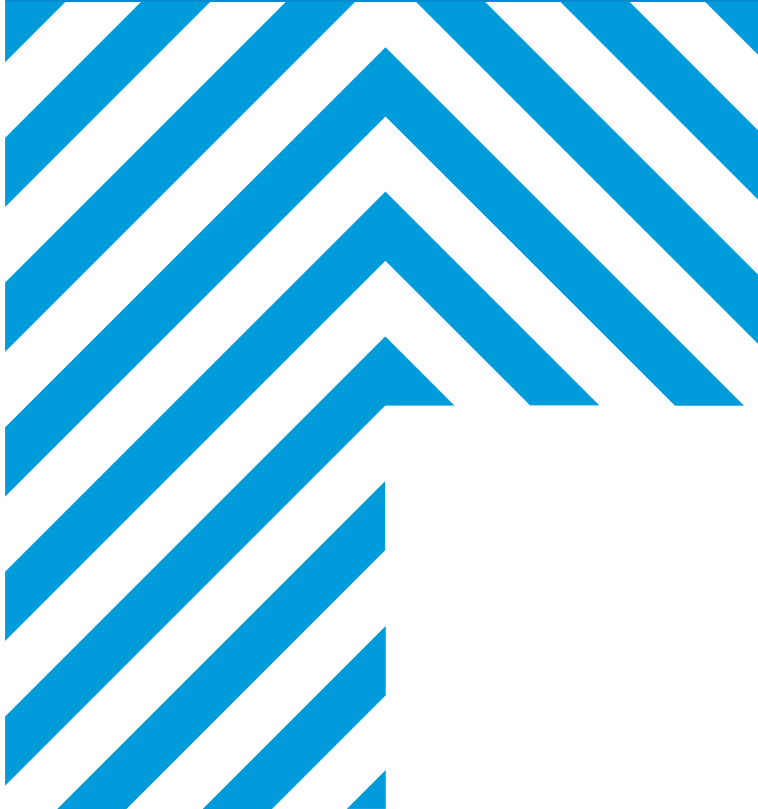
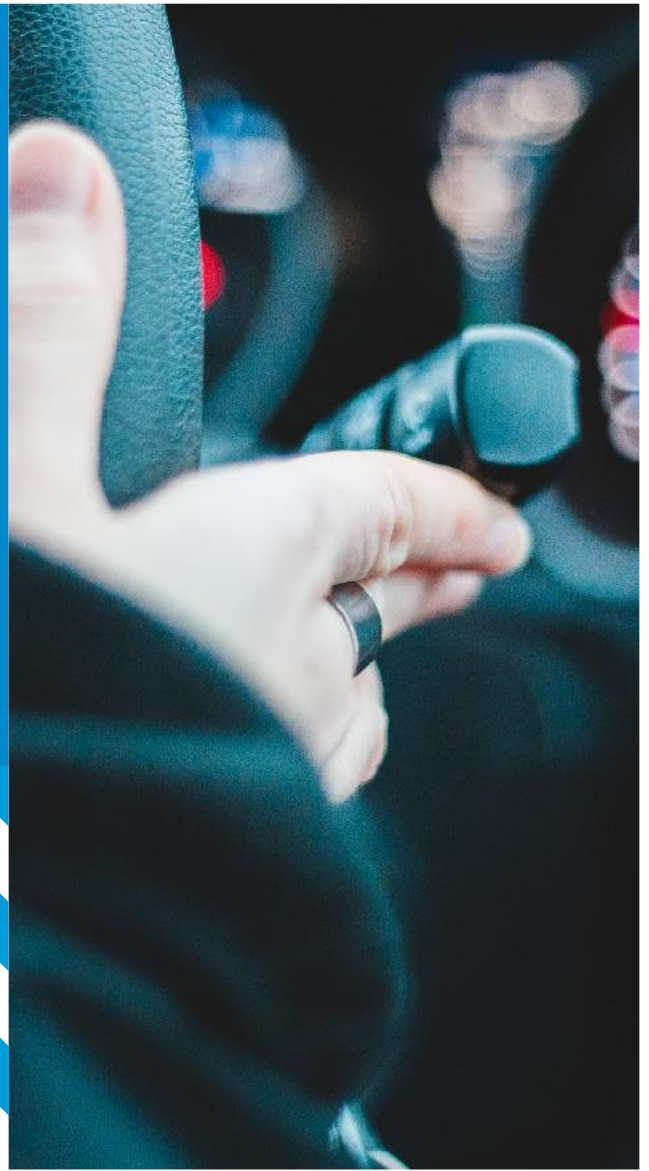


TAC L2P Mentor Handbook

Introduction, Policies & Procedures



Junction
Support Services
Changing lives since 1989



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.

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

(02) 6043 7400
L2P@junction.org.au

WHAT IS THE L2P PROGRAM?

The TAC L2P Program aims to provide an opportunity for young people aged 16-21 years and, in some cases, up to the age of 23 years for those who face a significant barrier or disadvantage (economic, social or other) to successfully obtain their probationary licence 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.
- Complete a Hazards Perception Test at VicRoads and submit logbook for processing if appropriate usually after 100 hours of driving.
- Book the licence test themselves or through an L2P Driving Instructor.
- Inform Mentor, Driving Instructor and L2P Coordinator of test date and time so that a car can be made available.
- When the learner achieves their licence. Their mentor or driving instructor can take a photo of them in front of the L2P car with their P's and email/text to L2P Coordinator (if they give permission for images to be taken).

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' licence
- 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 two 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 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:

Junction Support Services 02 6043 7400

L2P Program Mobile: 0448 392 436

RACV Roadside Assist: 13 11 11

Police, Fire, Ambulance: 000

AS A MENTOR YOU ARE A JUNCTION SUPPORT SERVICES VOLUNTEER AND 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 reimbursed for out of pocket expense
- 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

FAQS BY L2P MENTORS

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.

DO I HAVE TO GIVE MY PERSONAL DETAILS TO MY LEARNER DRIVER?

This is a personal choice. Most Mentors do end up exchanging telephone contact details with their Learner Driver, but you should wait until you feel ready to do this. The Learner Driver will only need your phone number or email address, not your address.

CAN I USE MY OWN VEHICLE FOR DRIVING SESSIONS?

NO You must only use the vehicles provided for the TAC L2P Program, which are covered by the JUNCTION SUPPORT SERVICES 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 dropped-off at a pre-determined public location. Drop-off at the learner drivers' home residence is permitted only at the request of a learner and with approval of the L2P Program Coordinator, but no visits into the home are allowed.

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 your 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. You are welcome to accompany your Learner Driver to their Hazard Perception Test. You must ensure you are using one of the L2P vehicles for this and will need to make the booking. The Learner Driver may take a professional Driving Instructor with them on the test at their own expense. 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 LICENSES?

Cost of Hazards Test: \$37.80

Cost to book driving test: \$64.60

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	\$82.80	N/A	\$283.60
New or reissue* For P1 probationary driver licences	N/A	\$110.30	\$283.60
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

NEXT - THE FOUR STAGES OF LEARNING TO DRIVE

THE FOUR STAGES OF LEARNING TO DRIVE:



L2P CARS

The 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.*** 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, 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
- 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 future pick-up and drop-off arrangements.

BOOKING PROCEDURE

Vehicle bookings can be made by the Mentor by contacting the L2P Program Coordinator. 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.

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 arrange to meet their Learner Driver at the pre-determined location and time agreed upon.

All lock box codes are the same and will be changed at least every 6 months for security reasons. Mentors will be given fair notice when this will occur. Under no circumstances is the code number to be disclosed to any Learner Driver or any other person. Any issues with accessing cars please call L2P Program Coordinator immediately.

LOCATION OF L2P CARS:

JUNCTION SUPPORT SERVICES Unit 9 155 Melbourne Road, Wodonga, VICTORIA 3690

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 drop them into JUNCTION SUPPORT SERVICES, UNIT 9 155 Melbourne Road, Wodonga, VICTORIA 3690 at the end of your driving session.

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/>

REFUELLING

Refueling of the vehicle should occur **before the gauge is below ½ full**. There is a fuel card is available in each of the cars.

BREAKDOWN PROCEDURE

The L2P cars are covered by the SUMMIT FLEET LEASING and MANAGEMENT on **1800 353 385**

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.

OUT OF POCKET EXPENSES

The TAC L2P program will reimburse Mentors for reasonable out-of-pocket expenses incurred whilst undertaking volunteer duties. Expenses will not be paid unless mutually agreed upon by the L2P Program Coordinator and Mentor prior to expenses being incurred.

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 JUNCTION SUPPORT SERVICES Unit 9 155 Melbourne Road, Wodonga VICTORIA 36390
 - All licence numbers
 - Contact telephone numbers (home and work)
 - Contact telephone numbers for TAC L2P Program is 02 6043 7400
 - 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 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** must be filled out with the assistance of 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 JUNCTION SUPPORT SERVICES 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

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 in L2P driving program activities only.

GRIEVANCE AND COMPLAINTS

Where Mentor or Learner Driver behavior is considered unsatisfactory, contact the L2P Program Coordinator immediately on **02 6043 7400**

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 Katharine Hodgens Specialist Adolescent Services Manager.

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 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.

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 complaint 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 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.

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