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Hobart PCYC

LEARNER DRIVER MENTOR PROGRAM INFORMATION PACK



The Hobart PCYC gratefully acknowledges the
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General Information

Our Aim

The Hobart Police and Community Youth Club (Hobart PCYC) Learner Driver Mentor Program (*LDMP*) will provide assistance to young people who have limited or no access to a supervisor driver and/or vehicle to gain the required experience to acquire a provisional licence.

Through the attainment of a provisional licence a young person has the ability to achieve an increased level of independence as well as a greater level of social inclusion by having better access to education, employment, community activities, support and their families.

Volunteer mentors supervise participant learner drivers to provide assistance with gaining required driving hours.

The Hobart PCYC LDMP is not a replacement for professional driver training tuition. Learners participating in the Hobart PCYC LDMP are also encouraged to participate in driving lessons from a recognised driving school should they wish to do so.

Learner Drivers should also note that one (1) free lesson may be obtained under the 'keys2drive' program. Go to www.keys2drive.com.au to book your free 45 minute lesson and to find out more.

Our Objectives

- ❖ To assist people who want to obtain a drivers' licence to become safe and competent drivers.
- ❖ To assist people to access employment, education, training and social connections.
- ❖ To assist people to access the services and support they require meeting their needs and aspirations.
- ❖ To reduce the number of people driving without a licence.
- ❖ To prevent injuries and damage resulting from vehicle accidents by having safe drivers.
- ❖ To reduce the risks to other road users by reducing the number of unlicensed drivers.
- ❖ To reduce the number of passengers travelling with unlicensed and untrained drivers.
- ❖ To increase the engagement and retention of young people with Hobart PCYC.

Code of Practice

Targeted to young people in southern Tasmania who are experiencing
Obstacles in obtaining their drivers licence

Eligibility

Participants must be able to gain a significant life benefit to be involved in the program –

- An increased likelihood of continuing/completing education and training.
- Improving autonomy and personal esteem.
- Lowered chance of being involved in risk taking behaviours.
- Enhanced employability prospects.
- Demonstrated motivation.

Participants who are disadvantaged through –

- Not having access to suitable supervision to gain the required driving hours.
- Unable to access a suitable, registered or road worthy vehicle.
- Financial hardship.

Participants who have completed the following pre-entry requirements –

- Hold a current learners licence.

Selection Process

Drivers:

Merit Based as per Code of Practice (*page 5*)

Participants exhibiting problematic safety issues will not be accepted. These include (but are not limited to):

- demonstrated intimidating behaviours
- evidence of illicit drug use
- health problems that may impair concentration or driving ability

Mentors:

Mentors will undergo a screening process that will include:

- Working with Vulnerable People Check
- National Police Check and Drivers Licence Check
- Suitability for training and participation in Driver Mentoring Tasmania Induction Program

The final decision will be made by the *LDMP Program Coordinator* in conjunction with the General Manger of the Hobart PCYC who has responsibility for the oversight of the learner driver mentor program.

In addition the following criteria must be satisfied by all Mentors:

- Current Australian Car Driver licence - mentors must have a current full for 3 years (not provisional) car licence with no restrictions.
- No Recent Suspensions – mentors must have had NO periods of driver suspension or disqualification in the past 2 years.
- Meet the requirements set out under the Hobart PCYC Volunteer Policy.

The LDMP Program Coordinator must in addition ensure the following:

- That the program adheres to Dept of State Growth guidelines for community organisations conducting Learner Driver Mentor programs.
- That all safety, risk reduction and Occupational Health and Safety procedures are met.
- That the program undergoes a periodic review and evaluation process.
- That the Hobart PCYC LDMP is conducted in a professional manner and adheres to best practice principles.
- That adequate participant and mentor program registration and contact details are maintained.

Mentor/ Driver Matching

Mentor and driver matching will take place to enable the best possible fit for young drivers. Mentor matching will take place on a case by case basis. Matching is based on individual needs, personality and availability. The Program Coordinator will make the final decision.

Three Strike Policy

The Hobart PCYC LDMP has a 3 strikes policy to ensure the safety of everyone involved as well as keeping the program available to other possible committed participants. Any breaches of policy, contract or generally unacceptable behaviour will be reported to the Program Coordinator. The Program Coordinator will have a meeting with the learner and if required serve a warning. If **three warnings** are served the program will **no longer be available** to the learner.

Course Base

- Current Tasmanian legislation requires learner drivers to fulfil a minimum of 50
- hours of supervised driving and undertake nine months driving experience. Learners may attempt to sit for their provisional licence if deemed ready. Hobart PCYC aims are to assist young people to fulfil the minimum requirements.

- Participants will be required to commit to a minimum of 1 session per fortnight.
- Mentoring sessions will be of 1 hour duration, unless otherwise agreed.
- Participants and mentors will be required to complete a formal sign in/ out sheet for record keeping purposes.
- Participants will be required to log their hours in their licence log book (available from Service Tasmania).
- All participants and mentors must have a zero blood alcohol level and not affected by drugs.
- Drivers will be required to obey all road rules at all times including obeying appropriate speed limits/ variations and the compulsory wearing of a seatbelt.

Evaluation

- Mentors will be asked to complete a 3 monthly review of the program.
- Participants will be asked to complete periodic feedback forms and an evaluation form on entry and exit from the program.
- Continuous and open communication between the program coordinator, participants and mentors will be maintained to ensure all expectations are met.

Exit Strategy

Participants -

- All participants will be required to complete a short feedback form and will be presented with a Certificate of Involvement.

Volunteer Mentors -

- Volunteer mentors will be asked to commit to a period of 12 months and will be awarded a mentoring certificate in recognition of their time.
- Mentors will be encouraged to continue in the program.
- Volunteer mentors will be recognised through specially convened events.

Program Responsibilities

The *Hobart PCYC LDMP* holds the following responsibilities:

- To ensure that all program policies and processes are followed.
- To ensure the program and all people involved work in an ethical and objective way.
- To match participants and mentors through identifying the needs of both parties.
- To value, respect and support all mentors and participants.
- To build positive relationships with mentors, participants, other program partners, programs, service providers and the general public.
- To give feedback to mentors and participants.
- To ensure objectivity in the interviewing, assessment and referral processes.

- To provide opportunities for the development of relationships between mentors.
- To address areas of conflict between mentors and participants.
- To respect confidentiality of both mentors and participants.
- To ensure all mentors and participants are covered by insurance.
- To be responsible for funding and maintaining the mentor program.
- To provide information and induction to mentors and drivers and to notify them of any training opportunities.
- To regularly update files for both mentors and participants.
- To ensure the safety of Hobart PCYC vehicles through regular maintenance.
- To ensure Hobart PCYC vehicles are registered and insured.
- To review the program and make appropriate changes as identified.

Participants Responsibilities

As a participant you have the responsibility:

- To have a zero blood alcohol level whilst driving.
- To be free from the effects of drugs or medications.
- To acknowledge the mentor's right to be safe.
- To be responsible for your own safety and the safety of other road users.
- To value and respect the efforts of your mentor.
- To be reliable.
- To arrive on time for your appointments.
- To bring your driver log book to each session for the hours and signature to be recorded.
- To notify the Program Coordinator if you cannot keep an appointment.
- To respect the rights of your mentor in the same manner as mentors are required to respect the rights of participants.
- To acknowledge and respect decisions made by the Program Coordinator.
- To ask for support when it is needed.
- To hold a current learners licence and to supply a copy of this to the Program Coordinator.
- To abide by all road laws and regulations. Where an offence occurs, participants may not be able to continue with the program.
- To advise the Program Coordinator of changes to your circumstances.
- To adhere to the 'No smoking in *Hobart PCYC* vehicles' rule.

Participants Rights

As a participant you have the right:

- To be respected.
- To receive accurate information about the program.
- To be seen as an individual, deserving of individual support.
- To be able to contact the Coordinator with problems.
- To be valued by the program.
- To be engaged in the program in a safe manner.
- To have choices.
- To be able to negotiate.
- To say no.

- To be consulted on matters which directly or indirectly affect you.
- To be free from sexual harassment and discrimination of age, sex, race or ethnic origin.

Volunteer Mentor Responsibilities

As a Mentor, you have the responsibility:

- To ensure you're own and the participants safety at all times to the best of your ability.
- To be supportive of the participating driver.
- To comply with Hobart PCYC LDMP requirements.
- To have a zero blood alcohol level whilst supervising participants.
- To be unaffected by prescription or illegal drugs whilst supervising participants.
- To adhere to the 'No smoking in the *Hobart PCYC* vehicles' rule.
- To ask for support when it is needed.
- To be reliable.
- To arrive on time.
- To notify the appropriate person if you are not available or running late.
- To respect confidentiality.
- To respect the rights of others.
- To have a non-judgmental approach.
- To represent the interests of the organisation.
- To give feedback, communicating relevant and important information.
- To be accountable and accept evaluation.
- To undertake driving tuition in a manner that is consistent with the training provided to you through the *Hobart PCYC LDMP induction* program.
- To undertake actions and tasks that is only within your role.
- To report all incidents to the Program Coordinator as soon as possible.
- To take action as indicated in the 'Accident Toolkit'.
- To acknowledge and respect decisions made by the Program Coordinator.
- To address areas of conflict with the appropriate person. The appropriate person is the Coordinator of the program.
- To take reasonable care of *Hobart PCYC* vehicles in the areas of operation and appearance.

Volunteer Mentor Rights

As a Mentor, you have the right:

- To receive induction.
- To receive support when needed.
- To be placed according to your abilities.
- To be respected by participants and others involved in the program.
- To receive accurate information about the program.
- To be seen as belonging to the program.
- To be interviewed in a respectful and objective manner.
- To know who to turn to with problems and difficulties.

- To be seen as an individual, deserving of individual support while performing your role.
- To have your work valued by the program.
- To be trusted with confidential information if necessary in order to carry out your role.
- To be safe on the job and deliver safe work practices.
- To be covered by insurance.
- To have choices.
- To be able to negotiate.
- To say no.
- To carry out your role without being exploited.
- To be taken seriously.
- To be consulted on matters which directly or indirectly affect you and your work and be part of any decision-making process.
- To be free from sexual harassment and discrimination of age, sex, race or ethnic origin.
- To be provided with a safe and properly maintained vehicle.

Operational Requirements

Safety Screening

- All volunteers/mentors are required to have a Working with Vulnerable People Check. **This is at no cost to the volunteer/mentor and is mandatory.**
- Volunteer/mentors who choose not to provide a Working with Vulnerable People Registration or undergo a National Police Check are prohibited from mentoring with the Hobart PCYC LDMP program.
- Mentors and learners agree to the use of an in-car video and audio device.

Drug and Alcohol

As a mentor or participant in the *Hobart PCYC LDMP* you are required:

- To have a **zero blood alcohol level** whilst driving or supervising. Please be aware that sometimes alcohol can be detected in the blood even though it has been consumed on the previous day.
- To be **free of illicit drugs** whilst mentoring or driving.
- To notify the Program Coordinator of the effects of medications that may affect your placement or involvement in the program.
- To ensure that there is no smoking in the vehicles.

Out of Hours Contact

Out of hours contact occurs when the Coordinator (or his/her support personnel) is not available. Mentors and participants may phone each other to change an arrangement when:

- The Program Coordinator is not available.
- The change in arrangement cannot wait until the next time the Program Coordinator is available.

The changing of a pre-existing arrangement is the only circumstance under which a mentor or participant may contact each other without prior permission of the Program Coordinator.

Accident/Breakdown

- In the event of a vehicle accident/breakdown, ensure that the vehicle is in a safe location away from traffic.
- Follow the Breakdown/Accident Manual that is located in all Hobart PCYC vehicles.

Confidentiality

Information will be handled in the following manner:

- Participants and mentors are advised that information collected and/or recorded by the program remains private and confidential, including verbal information.
- Any representative/mentor from the *Hobart PCYC LDMP* will respect the confidentiality of information.
- No information shall be released without prior consent from the participant/mentor; a person authorised to act on behalf of the participant/mentor, or if the participant is under 18 years of age, the participant's parent or legal guardian.
- Participants/mentors have the right to request and are given access to their personal records.
- Paid and volunteer staff and participants agree to respect the confidentiality rights of participants/mentors.
- Information will be held in accordance with Hobart PCYC's Privacy Policy and the *Personal Information Act 2004*. A copy is available if requested.

The *Hobart PCYC LDMP* sees no confidentiality barrier between:

- Mentors and the Coordinators of the *Hobart PCYC LDMP*.
- The Program Coordinator and their managers.
- Mentors and supervisors of Coordinators.

This means that this confidentiality statement will be considered to be upheld if information is shared between the above parties provided that person receiving the information keeps that information confidential.

Driving

Driving Time:

- It is recommended that a period of one hour driving time per week is undertaken by new program

participants. Length of driving time is to be determined and reviewed as the participant and mentor become more confident and competent during the program.

As a Mentor/Participant you are required:

- To drive mostly within the area best suited to the learners abilities.
- To follow all instructions given by the Program Coordinator.
- To obey road laws and not exceed the speed limit.
- To supply a copy of your current licence.
- To have a zero blood alcohol level whilst mentoring/participating in the program.
- To have mobile phones switched off in Hobart PCYC vehicles.
- To adhere to the 'no smoking in the vehicle' rule.
- To identify any risks and take measures to eliminate/minimise the risks.
- At no stage should any other person be in the vehicle apart from the mentor and participant/s.
- Any parking fines or other fines incurred are the responsibility of the individual driver/mentor.
- To advise the Program Coordinator and/or mentor if you cannot attend a driving appointment.
- If failure to notify happens on three occasions you will be excluded from the program until there is a vacancy.

Complaints

Each mentor, participant, prospective participant or their representative (e.g. carer, family member, other service provider, etc.) has the right to complain about a service, or access to that service. They should also have a 'provider supported' expectation that any complaint will be dealt with fairly, promptly, confidentially and without effect on present or future service provision.

The *Hobart PCYC LDMP* program will use the following guidelines when identifying the process required in addressing a complaint:

Priority

Every complaint shall receive an immediate allocation of priority. Some complaints should be defined as urgent, (i.e. physical, sexual or emotional abuse, theft or other crimes) and be dealt with immediately. Consideration will also be given to the distress level of the person making the complaint. All complaints, including those resolved between concerned parties should be reported to the Program Coordinator of the *Hobart PCYC LDMP* or the Coordinator's supervisor. All complaints will be dealt with as quickly as possible.

Objectivity

All complaints will be dealt with objectively and with all parties having the opportunity to contribute. Making a complaint will in no way effect eligibility or service delivery, except where physical or emotional safety is at risk; in which case service will be withdrawn until the complaint is resolved.

Advocacy

At any time a complainant may choose to appoint an advocate and request an independent mediator or an independent reassessment of their circumstances. Information will be communicated to all parties throughout the process. As soon as possible the outcome of any investigation with regard to a complaint will be communicated to the individuals involved in the complaint process.

Complaint Outcomes

Complaints will be documented.

Any adjustment to policies or guidelines, with regard to the program, which need to be made in relation to a complaint, will then be implemented.

Complaints with regard to the services provided by this program will be dealt with in a positive way. The parties concerned will endeavour to resolve the matter.

The following steps occur in the handling of the complaint. The complaint may be resolved at any stage in this process.

- Any party may make a matter a formal complaint by reporting it to the Program Coordinator.
- The Program Coordinator will advise the General Manager of the complaint and undertake to investigate the complaint.
- The principle of 'natural justice' will be applied in investigating the complaint.
- The Coordinator will inform all parties of the result of the investigation and will take any necessary actions with regard to the complaint.

If any party does not agree with the outcome of the investigation they can ask for the matter to be investigated further by either the Hobart PCYC General Manager or the President of the Management Committee.

Contacts

To enrol in this program as a participant or as a mentor please contact the Program Coordinator:

Coordinator:	Mr Peter Brown
Address:	300 Liverpool Street, Hobart, 7000
Email:	enquiries@hobartpcyc.org.au
Phone:	(03) 6107 9206

TERMS AND CONDITIONS

PARTICIPANT/MENTOR ACKNOWLEDGEMENT AND DECLARATION

This page is to be completed and signed by the Participant (and Parent/Guardian) if necessary. One copy must be retained by the Hobart PCYC and another copy will be provided to the participant.

I/we confirm that I/we have read, fully understand and accept the Code of Practice, Operational Requirements and all other information and procedures contained within the Learner Driver Mentor Program Information Package and the Hobart PCYC Volunteer Policy.

I further accept that while participating in the program, I will be subject to in car audio and video surveillance.

I agree that Hobart PCYC policies and procedures may be altered from time to time and I agree to be bound by the Policies and Procedures of the Hobart PCYC as amended.

Participant

PARTICIPANT NAME: (Please Print)	
PARTICIPANT SIGNATURE	
PARTICIPANT ADDRESS	
PARENT/GUARDIAN NAME (Please Print)	
PARENT/GUARDIAN SIGNATURE	
DATE:	

MENTOR

MENTOR NAME: (Please Print)	
MENTOR SIGNATURE	
MENTOR ADDRESS	
DATE:	