

Hello

As requested I have provided here some additional information on the Learner Driver programs that have or are running in The Port Macquarie Hasting LGA.

Hastings Neighbourhood Services - L2P program.

See attached the L2P manual sent to me that describes the processes involved in the program. Also details of the program listed in my original submission (also attached).

This program is currently running again after having to break in 2020 due to COVID restrictions.

Further to this the follow suggestions and statistics were provided to me by the program manager at Port Macquarie Neighbourhood Services.

- In 2020 we had 100 enquiries from eligible young people wanting to enrol in the learner program who were placed on the waitlist but had to be told that until the lock downs ended and we could safely pair learners with mentors in the confined space of a car we would not be able to help them get started.
- In 2021 we held on to three of our mentors but were unable to recruit more due to the fear of COVID (most mentors are retirees who are at greater risk and so not keen to volunteer now).
- In 2021 we put 6 young people through their license successfully, we have 6 going through the program currently and have a wait list of 40.
- The cost of the program per young person is \$1070.00 this covers the fuel , 5 professional lessons, The cost of the Safer Drivers course, the cost of a First Aid Certificate and the cost of the license test.
- In kind support is:
 - 100 hours of driving practice provided by volunteers
 - the administration of the program provided by the Dept. Communities and Justice Early Intervention Program
 - funded staff member and
 - the donation of the vehicles from local car dealerships.

Program Limitations:

- Whilst we can help young people get a license we are unable to help them purchase a vehicle. This means that even though they can now drive they still require a parent to have a vehicle that they can use to gain access to employment.

Complementary program ideas:

- We gained funds from Transport NSW to pilot a new program that allows us to recruit volunteer drivers that are safety checked who have their own insured vehicle who are able to volunteer their time to transport young parents with multiple children and no vehicle to job interviews, house hunting and medical appointments. In exchange we use the funding to pay their rego and insurance. This is a huge financial benefit to retirees , minimal cost program to run and benefits lots of unlicensed and vehicle free families. The pilot is in its infancy and is limited to a partnership arrangement with Liberty Domestic and Family Violence Service and New Horizons Homeless prevention service.

Case study – single mother of 4 under 8 years, living in the women’s refuge, needs to find permanent housing. The woman has no vehicle and is still trying to get her finances worked out having fled her domestic situation. The wait list for community housing is over 10 years long and she must attend a minimum number of house inspections per week to maintain status on the priority community housing list. This is not a short term solution. It is a whole day outing to catch a bus to take the eldest to school and then another bus with 3 small children followed by a long walk with a stroller to get to the listing she has found in the price range she can afford. By the time she gets there the real estate agent says they accepted an application an hour before. Deflated, tired, with hungry and tired children she has to now wait for the next bus to get back to the school in time to get her eldest and then another to get back to the refuge. The day will have cost her approximately \$10 with no result. The woman will need to repeat this every day until she finds housing.

With the new pilot in place: The refuge call our program and book a trained and safety checked volunteer driver with car seats who will take the woman and her children where ever she needs to go. They fit in three house inspections before lunch and she gets an application in and the kids back to the refuge for a nap.

This is a program that we received \$24, 000 to pilot that we hope will make a big difference for people in this situation.

- Another program idea is to replicate the above but for young people wanting to access casual work and replace a car with a small people mover or 15 seater bus. A volunteer driver could pick up and drive home young people who want to work but have no access to a car or their families do not have the funds for the additional petrol. This would be especially helpful for the young people in Wauchope and Laurieton. Today we have one in three cafes and restaurants with help wanted signs in their windows complaining that they cannot get young people to work. We asked a number of young people associated with our service why this might be. The response was that their parents don’t want to have to pick them up late at night, or they do not have transport to get to and from the job. Funding would allow us to investigate this further and gather real data to find out what transport program might help solve this problem and for how many young people it is a problem.

Mid Coast Connect - Learner Driver program - driveCONNECT

Mid Coast connect run a program to support young people to gain their licence. They have current funding till mid 2022 however the funding does not currently meet the need.

The program includes:

Two workshops

Workshop one - impart good attitudes to driving and driving behaviour (this is not always modelled from home)

Workshop two - Prepares students for the Driver Knowledge test and incorporates safety messaging

Driving lessons with professional instructors

1 x driving lesson at local Go cart track - if no previous driving experience

3 x driving lessons (providing 3 for 1 hours to the required 120 hours) - including night time experience

Financial support for the following if needed:

- Driver Knowledge Test
- Driver licence test
- Cost of licence
- Cost and support to apply for birth certificate if needed
- Cost and support to apply for Medicare card if needed/
- Workshops
- Professional driving lessons

Mid Coast Connect stated that they don't use volunteer programs due to the complexities of managing such programs including maintaining list, continuous training, insurance, etc.

Mid Coast Connect supported the idea of including programs that would give real driving experiences to prepare new drivers for circumstances such as:

- Filling up with petrol,
- pulling into a breath test station,
- what to do if police lights appear behind,
- how to pull over safely on a regional road verge

Hope this is helpful.

Please don't hesitate to contact me if you have any further questions.

Kind Regards,

Bernadette (Dette) Gammon

Education Team Leader

Community Education

Strategy and Growth Division



We acknowledge the Birpai people, the traditional owners of the land in which we work and live, and pay our respects to Elders past, present and emerging. We extend our respect to all Aboriginal and Torres Strait Islander people who choose to call Port Macquarie-Hastings home.



Hastings Neighbourhood Services

Wauchope / Port Macquarie / Lake Cathie

DRIVING THE HASTINGS

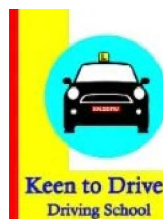


Manual

L2P Learner Driver Program

To assist learner drivers who do not have adequate access to a vehicle and/or support from a licenced driver to complete the required driving hours.

Proudly supported by





We embrace diversity and welcome all.

*We acknowledge and pay cultural respect to
the Biripi people -*

*The first custodians of the land we live and
work on today.*





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Our Story at Hastings Neighbourhood Services

Mission Statement

Our mission is to provide a variety of community services that assist families, adolescents and older people to achieve their own wellbeing and enhance the quality of life for disadvantaged groups in the community.

Our aim is

To assist non-government organisations and local government to provide a comprehensive range of services to disadvantaged groups in the local community

To promote development of networks and self-help initiatives which support families and strengthen communities

To enhance opportunities for disadvantaged groups and individuals to gain access to services and maintain independence and control over their lives.

To increase the accessibility and quality of social infrastructure for disadvantaged groups and areas.





Process and overview of the L2P program

AIM

To support local disadvantaged young people to obtain their P1 Drivers Licence

PURPOSE

To assist learner drivers who do not have adequate access to a vehicle, support from a licenced driver, or both, to complete the required driving hours

TARGET GROUP

Disadvantaged young people aged 16-24yrs with a current Learner Drivers Licence



THE MENTOR ROLE IS IN A VOLUNTARY CAPACITY. IT IS NOT A PAID ROLE



L2P Background

When

This is totally reliant on the availability of the mentor and working with their schedule.

Where

Incorporates all of Hastings – we will pick learners up from out of town however we encourage learners to also be responsible and book lessons when they are in town at Centrelink, TAFE, school or other appointments. Lesson can conclude at a suitable location.




Why

Many young people who are disadvantaged do not have access to a driver or car OR there are obstacles of getting their licence without this program. This all works towards breaking the cycle of disadvantage and assisting to provide access to employment, further education etc.

Who

This program was modelled on the Youthsafe Program in Victoria. The L2P Program has been operating since 2016 and is funded by Transport for NSW. Proudly supported by Lions who donated funding towards our first car, Keen to Drive who provides professional driving lessons & PM Holden who services our cars



Obtaining a learner permit 	Obtaining a P1 licence 	Obtaining a P2 licence 	Obtaining a full licence
Must be 16 years	Must be 17 years	Held P1 licence for 12 months	Held P2 licence for at least 24 months
Pass a driver knowledge test and eyesight test	Held learner licence for at least 12 months, unless 25 years or older		
	Logged at least 120 hours, including at least 20 hours of night driving, unless you're 25 or older		
	Pass hazard perception test		
	Pass driving test and eyesight test		
Conditions / requirements / restrictions	Conditions / requirements / restrictions	Conditions / requirements / restrictions	Conditions / requirements / restrictions
Must be supervised by a fully licensed driver			
Zero BAC	Zero BAC	Zero BAC	0.05 BAC
Max speed limit 90km/h	Max speed limit 90km/h	Max speed limit 100km/h	Posted speed limit
Must not use a mobile phone	Must not use a mobile phone	Must not use a mobile phone	Can use hands-free mobile
Must hold permit for min. of 12 months if under 25 years	Peer passenger restriction between 11pm and 5am		
Must have completed 120 hours, including 20 hours night driving. (20 hour discount for the participation in the Safer Drivers Course, 20 hour discount for 10 hours of professional instruction)	Vehicle power restrictions		
Penalties	Penalties	Penalties	Penalties
Must not accrue four or more demerit points in a three year period	Must not accrue four or more demerit points in a three year period Three month licence suspension for any speeding offence. An additional suspension or refusal period will apply for any excessive speed offence (more than 30km/h over the speed limit)	Must not accrue four or more demerit points in a seven year period Any speeding offence committed receives a minimum of four demerit points. A suspension or refusal period also applies for any excessive speed offence (more than 30km/h over the speed limit).	
		Extra 6 months on P2 if P2 licence is suspended	



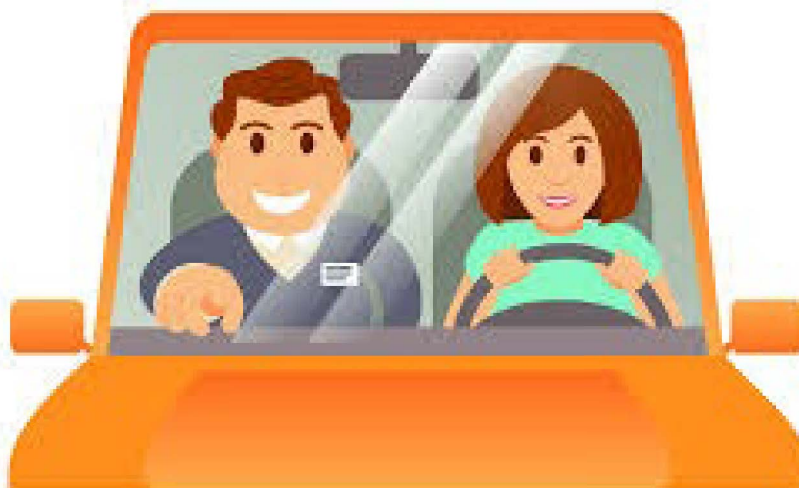
L2P Cars

- We have two L2P cars available
- Both are currently stationed at Port Macquarie and will be made available at alternate locations as the program expands
- Coded lock boxes are fitted so mentors can access cars at any time
- Fuel card provided in each car
- NRMA road service and full car insurance is provided
- Volunteer Insurance provided
- Mentors collect the learner from an agreed location
- Complete the lesson and drop learner off at their desired location
- Contribution payment – mentors collect from learners (unless exempt) a weekly fee of \$10 which is refunded in full if the learner successfully completes the program
- Money is to be collected and placed in envelopes clearly marked and left in car for collection periodically by the Coordinator
- Learner log-books and in-car paperwork to be completed beginning and completion of each lesson.





Mentor





About Mentor

Providing time and experience to guide a young person through the process to obtain their P1 licence.

Hold a good driving history. Obtain a Working with Children Check and Police Check (no cost to mentor).

Will have support from Keen to Drive as a new mentor if required (in-car supervision with a learner) for one lesson.

Will have Support from L2P Coordinator.

First Aid Certificate training available at various times throughout the year (no cost to mentor).

Other in-house training will be offered as it is available.

Communication

Mentors to provide constant feedback and advise if learners are not meeting the requirements.

- *Mentors provide approximately 80hrs one-on-one driving depending on learner requirement.*
- *Supervise learner drivers – The mentors role first and foremost is to impart their driving knowledge and experience in a caring, patient, nurturing way. Mentors will also share information, guide and direct learners using their life experiences to empower the youth to make their own life decisions.*
- *Constructive mentoring – all information and instruction provided to the young people must be constructive, valuable and meaningful when supervising and supporting learners. Learners should be encouraged to think about life “post licence” such as jobs, study, home etc. Mentors could suggest pathways or referral processes and we can assist mentors with this information.*



Mentor Process

1. MENTOR will receive the **overview & applicatin form** - Read over and if they have any questions, they are directed to the L2P coordinator to assist them.

Overview is found in the shared drive located on the PMNC computer.



2. When the Mentor is ready to join the L2P Program, they complete and return the **Application form** and email to the L2P coordinator, with a copy of their drivers licence.

3. **Working with children's check - WWCC** - Mentor to apply through the link below

<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

Free application as the mentor is a Volunteer - *The return of the check can take a few days*
Working with children check number is to be given to the L2P coordinator once cleared and returned.

4. Police Check - Mentor to apply through the link below

https://www.nationalcrimecheck.com.au/?gclid=Cj0KCQjwsLWDBhCmARIsAPSL3_0CPLFMS8cvXFyg7FL_LH_W0J3n--xmOEfBAZ5xUSFumu7z_A2AH54aAstIEALw_wcB

HNS Coordinator to arrange reimbursement to mentor once receipt provided.
Police checks can take a few weeks to come back
A copy of the police check will need to be provided to the L2P Coordinator once cleared and returned.

5. All Policies and procedures to be forwarded to Mentor.

COVID PLAN
LESSON BOOKING/CANCELLATION PROCEDURE
BREAKDOWN PROCEDURE
BREATHALYSING PROCEDURE
COMPLAINT AND GRIEVANCE PROCEDURE
CONTRIBUTION PAYMENTS
CRASH PROCEDURE
EVALUATION PROCEDURE
FUEL CARD PROCEDURE
MANDATORY REPORTER PROCEDURE
CONFIDENTIALITY
PRE-LESSON PROCEDURE
POST-LESSON PROCEDURE
TEAM UP CALENDAR PROCEDURE

6. Mentor Agreement to be signed and returned to L2P Coordinator

7. Arrange a meeting with the Mentor to discuss the next **A - D steps**, these will be practical steps and the Mentor will need to be shown in person.

- A. Guide to the Driving Test and Road User Handbook
Provide the link to mentor – also located on the RMS website



Transport for NSW
A guide to the Driving Test

<https://roads-waterways.transport.nsw.gov.au/documents/roads/licence/guide-to-driving-test.pdf>



Transport for NSW
Road User Handbook

https://roads-waterways.transport.nsw.gov.au/documents/roads/licence/road_users_handbook-english.pdf

B. Team Up Calendar" link to book driving lessons in advance



This Link is emailed or provided to the Mentor by the L2P coordinator.

The Team up calendar is a shared calendar for Mentors to book in lessons. Learners will call direct to the mentor to book a lesson in - booking in lessons in advance is suggested

The Team up calendar can be added to a Desktop or Phone

Coordinator needs to ensure all info in the calendar is current ie; Mentor names & colour codes.

Entries should not be deleted from the calendar as this gives an ongoing record of all lessons. Please use the following codes

At the end of each lesson - Mentor must go back into the **team up calendar** to enter in a Codes as below

C - Lesson completed

WN - Lesson was canceled with sufficient notice

WON - Lesson canceled without sufficient notice

CM - Lessons was canceled by the mentor

D. Breathalyser protocol

Mentors are required to breathalyse all learners before commencing a lesson

Mentors are instructed on operation of Breathalyser

Mentor to suspend lesson if failed reading - Discuss with L2P coordinator

8. In car observation training for the Mentor

Before commencing with an L2P learner, mentors can contact Keen2drive and set up a day where the mentor can observe a lesson, with a qualified instructor.

They will have the opportunity to ask questions and take notes

Routes to take the learners on etc

9. L2P Coordinator contacts the Learner driver - to provide contact details of the mentor.

Mentor now awaits contact from learner to share info and schedule lessons.

10. Mentor and Learner now schedule all lessons moving forward.

If there are any issues, Mentor or Learner can contact the Coordinator to discuss. Mentors are not expected to deal with any Learner issues such as behaviour or non payment of contribution fees etc. This will all be dealt with by the Coordinator.

11. L2P Coordinator to check in throughout the program with the mentor and learner.

Check ins

Regular Check ins will be conducted throughout the L2P Program on mentors and learner drivers, and up to 12 months afterwards for learner drivers. This will ensure continued success of the program and provide us with accurate information and statistics to assist with future funding opportunities.



Forms & Log Books



Details and examples of forms found in the shared drive and copies are also kept in the car

Driving log form

MENTORS - Complete this log for every driving lesson undertaken and leave in clipboard for collection

Emergency contacts list

Coordinator & Manager details for emergency contact during L2P hours (7am – 8pm)

Lesson quick check list

Pre-Drive – A quick visual check of the following

COVID

Learner Check

Post-Drive

Petrol log

MENTORS - Complete this log every time car is fueled and place all receipts in console of the car for L2P coordinator to collect.

Damage log form

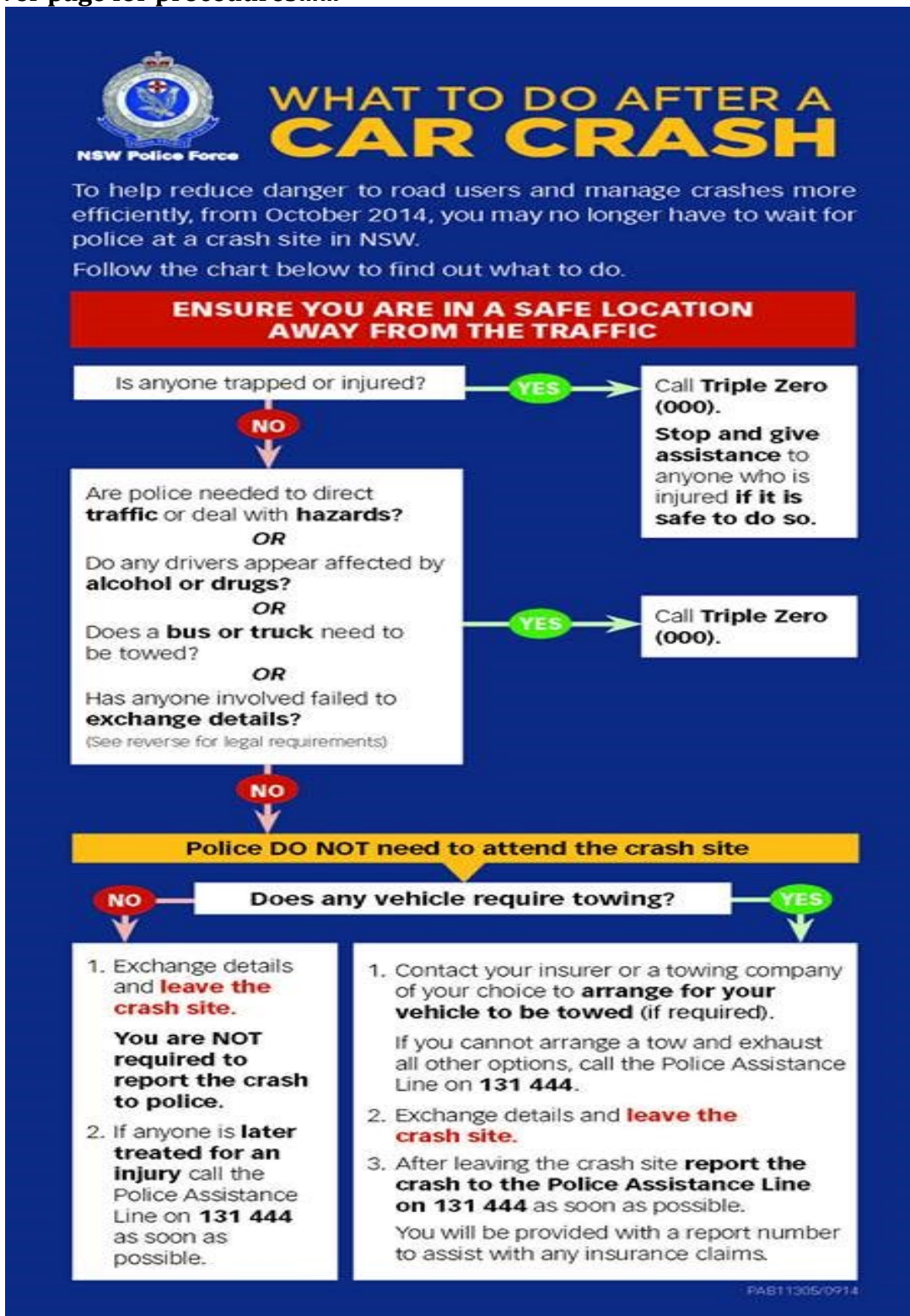
If an incident occurs while using the L2P car

To be completed by a mentor in the event of any damage or crash

Please report incident to the L2P Coordinator

Follow the NSW police procedures if an incident occurs

See over page for procedures.....





Learner Driver





About the Learner

Criteria

- Learners age between 16 - 24 yrs.
- Hold a learner license.
- Learner has no access to a vehicle and or a supervisor driver.

Contribution Fee

The fee of maximum \$10 per week for the learner to pay direct to mentor. This is kept safely and reimbursed to the learner at the conclusion to assist with paying for their P1 license or other personal expenses.

3 strike policy

We have a strict 3 strike policy in place – learners will be exited from the program if they are not adhering to their agreement.

Examples of possible strikes:

- Missing lessons or not giving sufficient notice to cancel lessons,
- Continuous cancelling of lessons, not staying in contact with mentors and/or booking regular lessons, not answering emails or calls promptly.
- Inappropriate behavior such as disrespect, swearing, yelling, not following reasonable directions, harassment, substance use.
- Instant dismissal - If we consider behavior is unacceptable and not within the guidelines of the program, learner can be immediately excluded from the program. This decision is at the discretion of the L2P Coordinator.



Learner Process

This program could take up to 12 months to complete with an absolute minimum of 2hrs per week. Learners can do more hours if the mentor agrees.

Learners are closely monitored and held accountable. We have strict policies and procedures in place, especially around commitment, communication, and consequences.

1. Via Email or face to face verify that The Learner meets the criteria.
 - *Learners 16 - 24 yrs.*
 - *Hold a learner license.*
 - *Learner has no access to a vehicle and or a supervisor driver.*



3. Under 18 years form signed – if under 18 years old
4. All signed documents emailed or handed in to the Neighbourhood Centre.
5. Email Learner to let them know - Learner has been added onto a wait list.

“Thank you for your application - you have been added to a waitlist and we will be in touch”

6. Once accepted into the program, email through to learner:

Overview, Policies and procedures and the agreement to read and send back signed.

3 STRIKE PROCEDURES
COVID PLAN
LESSON BOOKING/CANCELLATION PROCEDURE
BREATHALYSING PROCEDURE
COMPLAINT AND GRIEVANCE PROCEDURE
CONTRIBUTION PAYMENTS
MANDATORY REPORTER
CONFIDENTIALITY
EVALUATION PROCEDURE
EXIT PROCEDURE
Pre-Drive and Post-Drive Checklist

7. Learner to return a signed agreement.
8. Coordinator to email learner to advise to contact Keen to Drive to book up to 3 lessons as decided by Keen to Drive. Keen to Drive will lock in lessons and approve them to then be put with a mentor.
9. Coordinator contacts the learner to give the details of the mentor.
10. Learner then contacts mentor to arrange lessons.
11. Mentor to provide documentation on the safer driver course once learner has hit 50 hours.
12. Evaluations throughout the program period, to check in with mentors and learners.



Safer Driver Course (SDC)



- SDC spots are pre-booked to allow us to refer learner ongoing.
- Coordinator emails learner details on how to book into the course.

Australian Drivers Training Association (ADTA)

████████████████████
office@adtasdc.com.au

Equates to 20 log book hours and learn how to be a Safer Driver

- Get 20 log book hours for 5 course hours
- learn how to be a Safer driver
- designed to develop safe driving strategies for learner drivers aged under 25



L2P25+ Program

Criteria

- L2P 25+ Drivers are not required to complete any compulsory driving hours (120hrs), just be able to pass their driving test.

-
- We do offer, for those who are almost ready to go for their licence, access to up to 5 free professional lessons.
-

L2P25+ Process

1. Application form to be completed

2. Verified that The Learner meets the criteria

25+ With a learner licence and driving experience

Receiving Centrelink benefits or a low-income worker

Those with Dependant children will be given priority

3. Contact the L2P 25+ learner via email - L2P +25 Learner will have 5 lessons available to them - Make sure to CC in the email - Keen to drive



Coordinator



Coordinator Responsibility

- Coordinator will be responsible for the organisation of the L2P Mentors, L2P Learners, L2P +25 Learners.

- Have direct contact with all partners
- Completing Check-ins regularly with the Mentors, learners and partners assisting in the program
- Keeping a track of all contribution's (\$10 per week) supplied by the L2P Learners
- The finances and lessons available from *keen to drive* – As we do a bulk purchase of the lessons in advance
- Keeping records of all contact, conversation and correspondence form the Mentors , L2P Learners and the 25+ L2P learners
- Ledgers to be updated
- All forms what forms??? to be kept updated
- Records to be kept secure
- Adhering to all processes and procedures
- Petrol log - Receipts left in the console of L2P car – collect on a regular basis
- Driving log – mentor will have completed driving log after lesson – collect from clipboard for collection.
- Damage logs



Coordinator Process

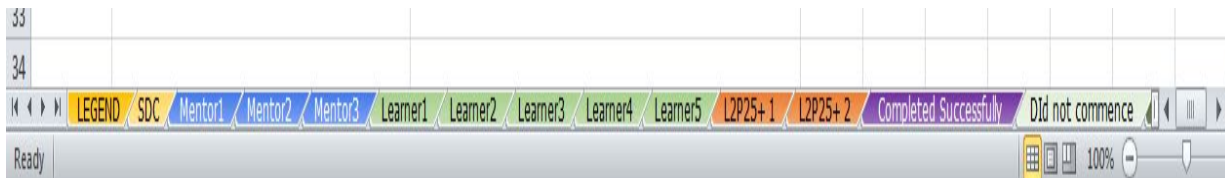
Research your area for appropriate driving routes
(Beginner / intermediate / Experienced)

Include all terrains and different scenarios to best equip the Mentor.

Ensure the purchase of \$2500 worth to lessons – from Keen to Drive
 Ensure the purchase of SDC positions

Excel spread sheet - keep track of the following:

- Safe driver course
- Mentors
- L2P Learners
- 25+ L2P learners



- Monthly participation status tracked, Email to Leesa – rae.

NAME AGE PROGRAM LESSONS ATTENDED LICENCE OBTAINED ATTENDED
 FIRST AID VEHICLE MAINTENANCE INFO

L2P & MR MONTHLY PARTICIPANT STATUS							
REPORT MONTH	Jul-20						
NAME	AGE	PROGRAM	LESSONS ATTENDED	LICENCE OBTAINED	OTHER STATUS	ATTENDED FIRST AID	VEHICLE MAINTENANCE INFO
John Smith		L2P			Waiting to resume - has 120hrs.		
John Smith		L2P			Waiting to resume		
John Smith		L2P			Waiting to resume		
John Smith		L2P			Waiting to resume		
John Smith		MR			RMS completed, Will book into Elite		
					beginning August 2020		
John Smith		MR		Full HR Licence	COMPLETED HR Licence - job offer from Aust		
John Smith		MR			Cut off 31/8/20		
John Smith		MR			Cut off 31/8/20		
John Smith		MR			Cut off 31/8/20		
John Smith		MR			29/6/20 - Currently finishing volunteer hrs	20/7/20 - Interested	
John Smith		MR			DID NOT COMPLETE		

- Contribution fee's given (\$10 per week) supplied by the L2P Learners – Learner gives to mentor – mentor places in supplied envelope and puts into glovebox for collection by Coordinator.

Records of all contact, conversation and correspondence form the Mentors, L2P Learners and the 25+ L2P learners

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Date joined	Learner Name	Mentor Name		Date paid	Amount	Complete	Reimbursed		Date joined	Learner Name	Mentor Name		Date paid	Amount	Complete	Reimbursed
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
10																	
11				Total		\$ -							Total		\$ -		
12																	
13																	
14																	

Once L2P Learners have completed their lessons and have been given their contribution fee back.

Exit form to be completed and signed off to state funds have been given back and the learner has now exited the program.

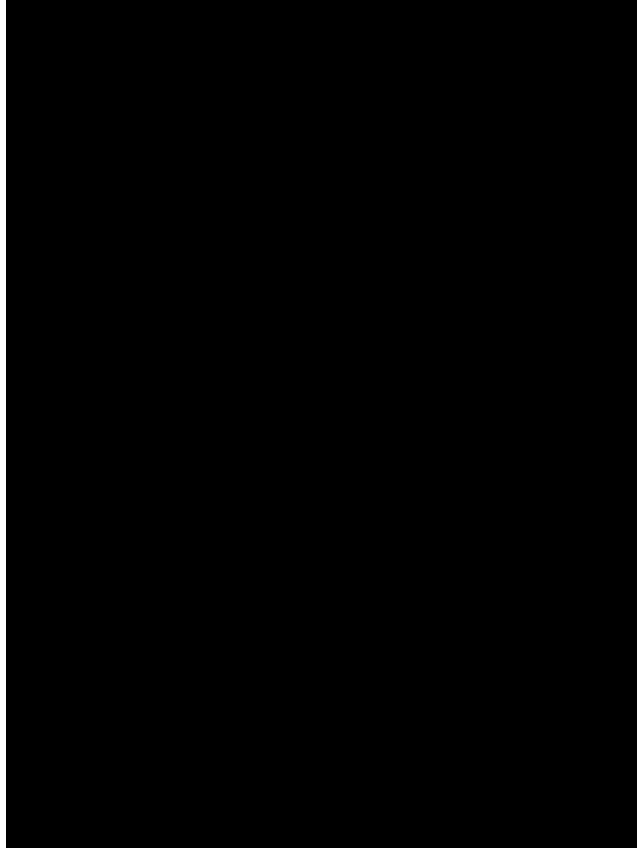


Partners

Service NSW
Keen to drive
Port Macquarie Holden
Port Macquarie Lions Club



Transport
for NSW



Successfully assisting learner drivers since 2016

