



# GET **IN**2GEAR

## Learner Driver Mentor Program

### Mentor Introduction Pack

Included in this Introduction Pack:

- Interested in becoming a Volunteer Driver Mentor
- Background to the project
- Eligibility for participants
- Participant Responsibilities
- Volunteer Driver Mentor Rights'
- Volunteer Driver Mentor Responsibilities
- Guidelines for Complaints
- Volunteer Driver Mentor Registration Form

Please return completed forms to:  
Jenna Barr, Break O'Day Council  
32 – 34 Georges Bay Esplanade, St Helens 7216  
[admin@bodc.tas.gov.au](mailto:admin@bodc.tas.gov.au)

## Interested in becoming a Volunteer Driver Mentor?

Get in2 Gear aims to support **Learner Drivers**, who don't have access to an appropriate vehicle and supervisory driver, achieve the 80 hours of compulsory practical on-road driving experience required to obtain their Probationary Licence.

Thank you for taking an interest in becoming a volunteer in the Get in2 gear program. Being a **Volunteer Driver Mentor** is rewarding and a chance to give back to your community and develop your skills.


To be **Volunteer Driver Mentor** you must hold a current Australian (not a provisional or overseas) car licence without any periods of licence suspension or disqualification in the last 2 years.

## What you need to do

Please complete prior to any mentoring:

- 'Volunteer Driver Mentor Application' form
- 'National Police Certificate' form
- Working with Vulnerable People Registration' through the Tasmanian Government website. *(If you do not have access to a computer, please give Jenna Barr a call on 03 6376 7900).*

If you do have a computer, please follow these steps:

- a) Type [Registration to work with vulnerable people \(cbos.tas.gov.au\)](http://cbos.tas.gov.au) into your web browser;
  - b) Click on "Applications" in the centre of the page; then
  - c) "Apply for Registration to work with Vulnerable people" then;
  - d) Click on Start my Application  and follow the prompts from there
  - e) Print *(If you don't have a printer, write down the reference number. Once this is completed, you will need to go to a Service Tasmania and supply 100 point "Proof of Identity")*.
  - f) The fee is less than \$25 to finalise the application. This can be paid over the counter and Council will reimburse the cost once a receipt is supplied and the full Mentor application is received. If you have any concerns regarding this please contact Jenna to discuss.
- Council induction session. This is mandatory for all new Mentors. Council may be able to arrange for this session to be done locally (Fingal, Scamander, St Marys, St Helens) especially if there is a few new mentors able to attend the same induction.

# VOLUNTEER DRIVER MENTOR INFORMATION

## Program Background and Overview

The Department of Infrastructure, Energy & Resources (DIER) established a Community Road Safety Partnership (CRSP) with Break O'Day Council. The partnership agreement acknowledges a sharing of resources to address local road safety issues through the development of programs and initiatives to meet identified community needs.

In our community, some young people require further support to complete their 80 hours compulsory on-road logbook driving experience, after gaining their learners licence.

Anecdotal evidence gathered from community members suggests that some individuals:

- are driving unsupervised and without appropriate licences
- have significantly reduced opportunities for employment
- have reduced access to community services
- are reliant on infrequent public transport or friends for transport
- are placing other road users at risk by driving unlicensed
- are at risk of becoming socially isolated

Get in2 Gear has two vehicles, one automatic and one manual. Both cars are housed at St Helens Police station. Supervisory drivers (**Volunteer Driver Mentors**) provide the service to the participants (**Learner Drivers**) with the support of Break O'Day Council.

Get in2 Gear aims to give identified individuals access to an appropriate vehicle and supervisory driver to assist them to achieve the 80 hours of compulsory practical on-road driving experience required to obtain the Probationary Licence.

**Learner Drivers** can access the program by applying to Break O'Day Council. Council is responsible for ensuring that **Learner Drivers** meet the requirements set out under the 'Participant Eligibility' criteria.

Once a participant has completed 80 hours of supervised driving, a review by the Community Services Officer at Council will decide if the **Learner Driver** is eligible for further involvement in the program. Due to demand, priority will be given to new participants over those who have already completed 80 hours driving experience.

# Eligibility For Learner Drivers

Eligibility for being a participant in the project will be decided according to the following criteria:

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

- a possibility of gaining employment
- improving autonomy and self-esteem
- lowered chance of being involved in risk taking behaviour
- participation in education
- demonstrated motivation

Participants who are disadvantaged through:

- being unable to access family/other support to gain 80 hours of driving practice
- non-English speaking background
- financial hardship

## Responsibilities of the Learner Driver

As a participant (**Learner Driver**) in the program, you have the responsibility to:

- acknowledge the volunteer's rights to be safe
- be responsible for your own safety and the safety of other road users
- respect the volunteer driving mentor
- be reliable
- arrive on time for the designated appointment time
- ask for support when needed
- hold a current learner's licence and to provide a copy of same when registering for the program
- abide by all road laws and regulations
- no smoking in the vehicle

ALL **Learner Drivers** are required to:

- have a zero blood alcohol level whilst driving
- be free of illicit drugs whilst driving
- notify the Community Services Officer of the effects of any medications that may impact on their driving

If an offence occurs whilst involved with the program, **Learner Drivers** may not be allowed to continue.

# Volunteer Driver Mentor's Rights and Responsibilities

It is the responsibility of the **Volunteer Driver Mentor** to:

- Sit in the front passenger seat at all times whilst the **Learner Driver** is driving
- Ensure the **Learner Driver** displays "L" plates on the roof of the car
- Ensure you have zero blood alcohol content at all times in the program
- Ensure the **Learner Driver** does not tow another vehicle (including a trailer)
- Ensure the **Learner Driver** does not exceed 80 km/h or the posted speed limit
- Cease the lesson and notify Council if you suspect the **Learner Driver** is affected by alcohol or drugs

Break O'Day Council is committed to ensuring that all **Volunteer Driver Mentors** possess the necessary skills, knowledge, experience, qualifications, and attitudes to carry out their roles and duties. All **Volunteer Driver Mentors** will be registered as a Council volunteer prior to the commencement of their duties.

Volunteering can be defined as people undertaking activities:

- of their own free will
- without payment
- which will be of benefit to the community
- which complement but do not replace the activities of paid staff

As a **Volunteer Driver Mentor**, you have the right to:

- receive support when needed
- be placed according to your abilities
- be respected by participants and others involved in the program
- receive training
- receive accurate information about the organisation
- know who to turn to with problems and difficulties
- be covered by insurance

The information provided below has been put together to outline the protection Council can give you, as a volunteer, in recognition of your service and also the steps that you need to take to make sure you are adequately covered.

## Responsibilities

As a **Volunteer Driver Mentor**, you have the responsibility to:

- ensure your own and the participant's safety at all times to the best of your ability
- be supportive of your participant
- refrain from smoking in the project vehicle
- ask for support when needed
- be reliable and arrive on time
- notify the Community Services Officer if you are not able to attend or running late
- have a non-judgmental approach
- provide feedback, communicating relevant and important information
- be loyal to the project
- to undertake actions and tasks that are within your role, including not providing advice to participants that is not within your role as a **Volunteer Driver Mentor**
- report all incidents to the Community Services Officer as soon as is practicable
- update the log book which will be kept in the project vehicle
- address areas of conflict with the appropriate person, the Community Services Officer at Council.
- to provide a current National Police Check and not have any traffic offences in the last 12 months, and no more than one traffic offence per year in the preceding 2 years. People who have committed a DUI offence in the last 2 years are not eligible for this program.

## Insurance

**Volunteer Driver Mentors** who are registered with Break O'Day Council are covered within the terms and conditions of the Council's Public Liability Insurance policy for third party personal injury or damage to property caused by an occurrence in connection with the business of the Council. The **Volunteer Driver Mentors** are also covered under Council's Personal Accident policy. The policy does not cover **Volunteer Driver Mentors** whilst driving their own vehicles. Therefore, Council strongly recommends that all **Volunteer Driver Mentor** using private vehicles are covered by their own comprehensive insurance policy. **Volunteer Driver Mentors** should note that the Council does not pay insurance costs for private vehicles. Council will not cover costs incurred by **Volunteer Driver Mentors** driving uninsured vehicles.

**Volunteer Driver Mentors** must notify the Community Development Officer immediately should any of the following incidents occur whilst volunteering for Council:

- If you suffer an injury
- If you have any concerns about the work you are undertaking or the working conditions
- Any incident occurs in which injury or property damage occurs to other parties (third parties)

## Fitness for duty

The Council has sole responsibility in the selection of the person to carry out the volunteer work. **Volunteer Driver Mentors** must disclose any medical condition they have that could affect their duties.

## In Case of an Incident or Accident

In the case of a traffic accident occurring, or participants becoming ill and not being able to drive, the **Volunteer Driver Mentors** should contact Ambulance, Police and Council. First Aid is to be carried out using appropriate safety precautions and first aid kit supplies.

In the event of the VDM not being able to make contact then the **Learner Driver** should make contact with the above emergency services.

The contact number for emergency services is 000 and the Council number is 6376 7900. Report type of accident, location and any injuries sustained.

In the event of an incident or break down, the council should be contacted to make arrangements for vehicle recovery and to make arrangement to transport both the **Volunteer Driver Mentors** and the **Learner Driver** back to the Council offices.

The phone number for Roadside Assist is in the glove compartment of the cars.

## Health and safety compliance

The **Volunteer Driver Mentor** must follow any reasonable direction that the Community Development Officer or an authorised member of staff gives in relation to health and safety. The **Volunteer Driver Mentor** must consider their own safety and wellbeing, as well as that of others. The **Volunteer Driver Mentor** must have a zero blood alcohol level whilst supervising participants and must also not be affected by prescription or illegal drugs.

## Compliance with basic conditions of work

The Community Development Officer or an authorised member of staff will outline to the VDM's their conditions of work, including working hours, any requirement for the VDM to attend training sessions, security arrangements and restrictions on the use of equipment.

## Ethical behaviour and team work

The **Volunteer Driver Mentor** must not incur expenditure on behalf of Council or make statements on behalf of Council. Council is committed to upholding the right of privacy of all individuals who have business dealings with the Council and will take the necessary steps to ensure that the personal information that individuals share with us remains confidential. You have an obligation as a **Volunteer Driver Mentor** to uphold this policy and ensure any personal information that comes to your notice in relation to a third party is kept strictly confidential.

Team work is highly valued in Local Government and it is important that as a **Volunteer Driver Mentor** you work as a team member, as well as respect the functions and requirements of paid staff.

# Guidelines for Complaints

**“A complaint is a simply a request for assistance regarding a problem”**

Each **Learner Driver** and **Volunteer Driver Mentor** has the right to complain about the service or access to that service. They should also be aware that any complaint will be dealt with fairly, promptly and confidentially and without any consequence to their position within the program whilst the complaint is being dealt with.

All complaints, including those resolved between concerned parties should be reported to the Community Services Officer. All complaints will be dealt with as quickly as possible.

Every complaint will be allocated a priority rating. If the complaint is urgent, i.e. physical, sexual or emotional abuse, theft or other crimes, they will be dealt with immediately. Consideration will also be given to the distress level of the person making the complaint.

All complaints will be dealt with objectively and with all parties having the opportunity to contribute. Making a complaint will in no way affect 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.

Complaints will be documented. Complaints with regard to the services provided by this program will be dealt with in a positive way.

The following steps will occur in the handling of any complaint. The complaint may be resolved at any stage within the process outlined below.

- The parties concerned endeavour to resolve the matter. In most circumstances the program expects this step to be taken.
- Any party makes the matter a formal complaint by reporting Community Development Officer in writing.
- Community Services Officer will investigate the complaint or refer the matter to the General Manager of Break O’Day Council for determination.
- All parties involved in the complaint will be notified and necessary actions will be taken to rectify the situation.
- If any party does not agree with the outcome of the investigation, they can ask for the matter to be investigated by the General Manager.
- The decision of the General Manager is final unless a Court of Law directs otherwise.



# VOLUNTEER DRIVER MENTOR APPLICATION

NAME:

ADDRESS:

MOBILE:  EMAIL:

OCCUPATION:  GENDER:

EMERGENCY CONTACT NAME:

EMERGENCY CONTACT PHONE:

DO YOU HAVE ANY SKILLS THAT MAY HELP YOU IN THIS VOLUNTEER WORK?

WHY DO YOU WANT TO MENTOR?

HOW MANY HOURS EACH WEEK CAN YOU BE AVAILABLE?

ANY OTHER CONSIDERATIONS THAT WILL AFFECT YOUR AVAILABILITY?

ANY KNOWN MEDICAL CONDITIONS WHICH MIGHT AFFECT YOUR CAPACITY TO VOLUNTEER?

YES  NO

*Please contact Community Services Officer to discuss.*

SIGNED:  DATE:

Working with Vulnerable People Card: YES  NO

NUMBER:

National Police Check Attached: YES  NO

## SCOPE OF WORK DECLARATION:

1. Council has the power to dismiss **Volunteer Driver Mentors** and may indeed direct the **Volunteer Driver Mentor** to leave in circumstances where it could direct any other employee to do so.
2. Council has the power to specify the tasks the **Volunteer Driver Mentor** is required to perform (the 'approved' duties) and where the work is to be performed.
3. Council has the authority to control/direct the manner in which the **Volunteer Driver Mentor** does the work. The **Volunteer Driver Mentor** is serving the Council not merely serving the interests of the Council.

**I AGREE THAT I HAVE THE SKILLS AND KNOWLEDGE TO UNDERTAKE THE WORKS STATED ABOVE IN A SAFE AND RESPONSIBLE MANNER. I ALSO AGREE TO THE CONDITIONS LISTED ABOVE.**

SIGNED:  DATE: