

# Mentor Handbook



# Murraylands



## Introduction

### Overview of the L2P program

The L2P program is a Murraylands initiative managed by Energy Education Australia Inc. in conjunction with the Rural City of Murray Bridge and community groups. It is aimed at assisting young learner drivers who are facing significant barriers to complete the 75 mandatory hours of on the road driving experience. These barriers may include lack of access to a vehicle or licenced driver, homelessness, social isolation and/or financial hardship.

L2P is a community based volunteer program designed to provide access to driving practice on public roads for learner drivers under the supervision of a fully licenced driver. The learner drivers are matched with a volunteer supervising driver (Mentor) from the community, who works with the learner so that they can achieve their goal of 75 hours.

The introduction of the 75 hours mandatory driving practice (which became effective in 2005) was based on research which found that 75 hours of driving practice (undertaken in a number of different driving conditions) can significantly reduce the likelihood of crash involvement for young drivers.

### Criteria for Learner Driver participants

The L2P program supports young people aged 16-25 years and others, who already have their South Australian learners permit and have been identified as facing significant barriers which prohibit them from obtaining their probationary driver's licence if they don't receive support from the community.

## **How the program works**

Prior to matching a learner driver with a Mentor, each mentee is required to complete a minimum of 3 driving lessons with a professional driving instructor. These lessons focus on the basics of driving a car.

Participants (Mentees) are required to demonstrate satisfactorily basic car control to a South Australian Registered Driving Instructor before beginning driving sessions with their volunteer Mentor. Each participant (Mentee) will be matched to a volunteer Mentor who will guide their development as safe drivers.

Mentees will, with the assistance of their Mentor and L2P Murraylands team, be provided with the opportunity to obtain on the road driving practice in a variety of travel conditions. This is an essential stage that provides participants with the opportunity to obtain their mandatory 75 hours of driving practice, as required by South Australian Law.

## **Role of a Mentor**

### **What is Mentoring?**

Mentoring is a relationship where a more experienced person helps a less experienced person to achieve their goals.

Most people have at one stage in their lives had at least one informal Mentor, or trusted role model, who provides them with support, encouragement and advice.

Mentoring can take various forms, from highly structured one-on-one to a group social focus, to work place or school based Mentoring. The main aim for a Mentoring program is to link generous community people to others who need a bit of support, guidance and your time.

### **The role of a Mentor is to:**

- Offer support, encouragement, optimism and hope
- Offer guidance, support and realistic advice as requested
- Help with goal setting, suggest possible courses of action, and support the young person in making choices.
- Help young people identify their strengths and promote self-esteem
- Be a sounding board for ideas and problems
- Help young people develop skills
- Offer a consistent, non-judgemental relationship
- Help the young person deal with a sense of alienation

### **An effective Mentor:**

- Is a good listener
- Is non-judgemental
- Is patient, tolerant and flexible
- Is reliable and consistent
- Respects others values, cultures and viewpoints
- Likes young people and cares about their future
- Shares their own knowledge and life skills
- Can develop and work towards shared goals with a young person
- Respects a young person's right to choice
- Seeks to understand a young person's struggles
- Empathises rather than sympathises
- Sees solutions rather than barriers
- Is committed and available for the duration of the program

### **Process of becoming an L2P Mentor:**

1. Complete the L2P volunteer application form and return to the L2P Program Coordinator.
2. The L2P Program Coordinator will contact you to arrange an interview that will help determine your suitability for the program and assist in the matching process as well as provide you with extra information about the program. Volunteers are to provide 2 personal referees.
3. L2P Program Coordinator to contact referees.
4. Satisfactory completion of a DHS Screening Check, Working with Children Check (RAN Training) and Driver History Report.
5. Attend and participant in the Murraylands L2P training sessions.
6. Upon successful completion of the training, the L2P Program Coordinator will contact you as soon as a suitable match has been found. You will be provided with some information on the Mentee and allowed time to decide whether you agree to the match or not. Once you have accepted a Mentee we will arrange an initial meeting.

### **Dos & Don'ts for L2P Mentors**

- L2P Mentors and L2P Mentees are requested NOT to speak to the media or make public comment on behalf of L2P Murraylands without permission from the L2P Program Coordinator.
- Do not lend money, or give/receive gifts (other than a congratulations card or box of chocolates at the end of the mentoring period).
- L2P Mentors are not to disclose personal details of their L2P Mentee e.g. not give the address or phone number of your Mentee to friends or acquaintances. L2P Mentors must limit the information they collect about their L2P Mentee. Please do not keep identifying details (names, addresses etc.) on any written notes and limit the information written down that is directly relevant to your role as Mentor or share this information with others outside of the L2P Program.
- If a friend or acquaintance is interested in meeting your L2P Mentee, make sure you approach the L2P Mentee first and ensure that they are comfortable with this to occur.
- L2P Mentors are expected to act responsibly and make sure safety is maintained at all times.
- If injured while volunteering for the L2P program, please contact the L2P Program Coordinator for an incident report.
- Maintain confidentiality: do not discuss L2P Mentee information outside of the program.
- Inform the L2P Program Coordinator of any problems or incidents that occur during the program with you, your Mentee, or someone else.
- Treat others respectfully and with consideration.
- Be prepared to take responsibility for any traffic offences you incur while driving (behind the wheel) as a L2P Mentor such as parking tickets and speeding fines.
- As a L2P Mentor you are an ambassador for our program and a role model to a vulnerable young person. Therefore, we ask you to refrain from using drugs and alcohol when meeting with your Mentee. L2P reserves the right to breathe and/or drug test either Mentor or Mentees if requested by SAPOL or other government department(s) or a complaint is lodged.
- If, during the duration of your Mentoring relationship, you encounter issues that you are unable or unauthorised to handle, please contact the L2P Program Coordinator. Always discuss areas of concern with the Program Coordinator first. Do not take it upon yourself to refer outside assistance to the Mentee. It is best to have issues

dealt within a coordinated way, ensuring that the Mentee is fully informed of any action taken. It is also important to remember that you may not have access to all the necessary information to be able to make a good choice for the L2P Mentee – particularly if it is dealing with anything outside the role you are requested to perform (such actions may also upset the internal process for the various organisations).

- L2P Mentors are obligated to disclose any breach of the above to the L2P Program Coordinator.

## Role of the L2P Coordinator

The role of the L2P Coordinator is to:

- Oversee the Mentor and Mentee screening and induction process
- Organise and oversee program training
- Provide Mentors with information of the organisations Policies and Procedures
- Match Mentees and Mentors together
- Coordinate access to the L2P car(s)
- Monitor the Mentor and Mentee progress in completing regular drives
- Provide Mentors and Mentees with ongoing support and assistance
- Organise professional driving lessons for Mentees as required
- Evaluate L2P Mentor/Mentee matches as appropriate
- Provide Mentors with the opportunity to take time out as needed or requested
- Provide written or verbal references regarding L2P Mentors involvement
- Collate information from participants to be used for statistics, data collection and evaluation purposes and feedback to you
- Maintain the confidentiality of Mentors. Your information will be kept in an individual file in a safe and secure place accessed only by L2P Murraylands administrators and staff.

## Frequently Asked Questions

### 1. Does everyone have to do Mentor training?

Yes. The Mentor training gives everyone an opportunity to decide whether Mentoring is what they really want to do. The training also provides you with some valuable information on how to approach your role as a supervising driver, what your roles and responsibilities are and how to best work with the learner driver to get the most out of the experience. You will also be provided with some valuable resources which you will likely need to refer to throughout the program.

### 2. I used to be a professional driving instructor, do I still need to do the training?

Yes. Being a supervising driver is very different to being an instructor. It is important that you attend the training so you have a clear understanding of the distinction between the two roles.

### 3. How long does the training last?

**There are two sections of training.**

1. A DHS Screening Check is required and a one hour Volunteers RAN Training Session needs to be completed.
2. Practical training session(s) with Qualified SA Registered Driving Instructors will be completed. A one hour classroom session and a two hour practical session make up this training requirement. The practical sessions will depend on the L2P Contractor's availability.

3. A separate one hour simulated session could be run and you are asked to attend with your Mentee – this session depends on availability of the equipment.

#### **4. What is covered in the training?**

The training looks at the role of the supervising driver and explores the four stages of the learner driver period. The training will also look at how Mentors can best prepare for their driving sessions, particularly in the early stages of the learner driving period. Likewise, the training will look at developing positive relationships with young people, working with young people, as well as exploring communication and listening skills. This training is delivered by South Australian Registered Driving Instructors and will cover the following topics:

- Novice driver crashes and safety
- Factors contributing to crashes
- The role of practice in skill acquisition and safer driving
- The importance of a graded or staged approach to the learner period
- The graded approach to the learner period recommended by the Government of South Australia ([mylicence.sa.gov.au](http://mylicence.sa.gov.au))
- Working with young people
- Issues concerning disadvantaged young people
- The coaching role
- Providing feedback as a supervising driver
- The program content, processes, and rules

#### **5. What sort of time commitment do I need to make?**

The training is 10 hours in total which is held over 3 to 4 sessions, depending on L2P Contractor availability. Once you have completed the training and are matched with a learner driver, you should allow approximately 1 to 2 hours per week; however the amount of time spent is an individual choice and can be negotiated between yourself and your Mentee.

#### **6. What sort of support is available when I become a Mentor?**

You will have the support of the Program Coordinator. The Program Coordinator will organise regular opportunities to debrief and express concerns. Likewise, there will be opportunities to meet with other Mentors involved in the program, allowing you to share your experiences and gain feedback.

#### **7. Do I have to provide my personal details to my Mentee?**

This is a personal choice. Most Mentors do end up swapping contact details with their Mentee but you should wait until you feel ready to do this.

#### **9. Can I use my own vehicle for driving sessions with the learner driver?**

No. You may only use the vehicles provided for the program, which are covered by the L2P Program's Insurance Policy, in the event of an accident.

# Vehicle Operational Procedures

## General Information

- The L2P designated vehicle is an automatic.
- Comprehensive Vehicle Insurance is provided by Blue Zebra; underwritten by Zurich.
- Depending on the location of the drive, the L2P Mentor and Mentee will either meet at a stipulated site within the town/city or at predesignated location agreed to between the Mentor, Mentee and L2P Coordinator.
- Refuelling of the car should occur before the gauge is below ½ tank. If after your driving session you notice the fuel gauge is at or below ½ tank, please refuel the car or in exceptional circumstances contact the L2P Program Coordinator.
- Upon completion of the driving session the vehicle shall be returned to either the L2P secure location or at a mutually agreed location and the keys handed to the Program Coordinator or staff member at the reception desk where appropriate.
- The Mentor must complete the vehicle logbook for each driving session recording; the date, odometer reading at start and finish, total kilometres travelled, the starting and finishing times, Mentor's and Learner Driver's name.
- The vehicle is for the sole purpose of the L2P program and is not for personal use.
- Mentors are never to use their personal vehicle for the purposes of this program, as they will not be covered by our insurance policy.
- Where appropriate the Mentor, Mentee and a L2P Team Member will meet and arrange a time to commence practical sessions.
- The Mentor and the Mentee will complete a basic vehicle inspection prior to each drive. This will benefit the Learner Driver by providing experience in car maintenance and safety checks.
- The Mentor must ensure that the Mentee produce his/her Learner Permit before each session (it is a requirement by law that learner permits are carried whilst driving).
- The Mentor must also show his/her license to the Mentee to fulfil their requirement to carry their license at all times whilst driving or supervising a Learner Driver.
- Driving sessions can be terminated by the Mentor if weather/road conditions are unsafe or the Mentee is not following instructions or driving in a safe manner.
- Mentors can cancel the driving session if they believe the Mentee is under the influence of alcohol or drugs.

## Vehicle Booking Procedures:

- To ensure effective management of the use of the vehicle, all bookings are to be arranged in consultation with the L2P Program Coordinator.
- Bookings can be made initially in person or via phone, text or email. Eventually a system using online bookings will be the preferred method which also encompasses payment at the same time as booking.
- It is preferred that 24 hours' notice be given prior to a cancellation of a booking.

## Accident Reporting Procedures:

In the event of an accident, please:

- Ensure that any injured person is immediately attended to and that medical attention, if necessary, is arranged.
- Remember a First Aid Kit is in the car boot with note pad and pen. You also have a L2P Mobile phone to call Emergency Services or the L2P Coordinator in the car's glove box or centre console.

### **DO NOT ADMIT LIABILITY.**

- All insurance companies require you not to admit liability at any time.
- Call the Police (if there is any injury to either party or either party requests police attendance) and advise them of the accident.

The following details are some suggestions as to the information you should supply and record:

- Makes of vehicles involved in the accident
- All registration numbers
- All drivers involved names and addresses collected
- All licence numbers
- Contact telephone numbers (home and work)
- Owner name(s) (if different to the drivers)
- You should provide your own name with Energy Education Australia as the owner of the L2P vehicle
- Insurance company names and policy numbers
- Names of any witnesses
- Addresses and telephone numbers of any witnesses

This information must be reported to the L2P Coordinator who will then forward the information to L2P Management. You will need to complete a Vehicle Accident Form.

### **Breakdown Procedure**

Each vehicle is covered by a breakdown service. There is a sticker on the lower left hand side of the windscreen with the relevant phone number to call.

### **Body Damage**

Any damage to the vehicle should be reported to the L2P Coordinator who will in turn forward the information to L2P Management. This includes any scratches and scrapes which have broken the paint work.

### **Loss of personal items**

The loss of personal property from a L2P vehicle is not covered by our insurance, and is the responsibility of the Mentor. Please ensure that your own insurance covers items of a significant value.

## NOTES