



About L2P Program



Learner Driver Mentor Program

Updated March 2026

PROGRAM OVERVIEW

The benefits of a Learner Driver Mentor Program fall into two major categories. The first benefit relates to road safety. The second benefit, and the major focus of this project, relates to the benefits for disadvantaged people having a driver's licence, and the extreme importance a licence can give in escaping the cycle of social and economic disadvantage.

The need for this program was identified by a broad cross-section of the community, including youth workers, local councils, young people, job network providers, police and agencies working with disadvantaged groups. It was noted during initial funding stages in 2013 that:

"The project also aligns with the goals and strategies in the Regional Employment Plan and the Regional Education and Skill and Jobs Plan, and the regional challenges highlighted within those plans, particularly by overcoming the barriers that transport presents in building future opportunities for employment and training for young people."

The Learner Driver Mentor Program is overseen by a state-wide Steering Committee made up of community stakeholders who are well connected and informed about community issues and who contribute to the development of this program.

Northern Suburbs Community Centre (NSCC) receives funding from the Department of State Growth. This funding enables NSCC to proudly facilitate our L2P program, a learner driver mentor program. The program helps people living in the Northern Suburbs of Launceston who meet the requirements, regardless of age, to gain their driver's licence.

OBJECTIVE

The main goal of the NSCC's L2P program is to assist people living in the Northern Suburbs of Launceston to gain the required number of supervised driving hours to enable them to obtain their provisional licence. This strategy provides an opportunity for participants to develop meaningful and appropriate relationships with members of the wider community.

Project outcomes include:

- Better coordination, accessibility and an affordable service to disadvantaged people seeking the attainment of a driver's licence where normally this might be out of reach.
- Assisting people to develop skills and confidence and gain better access to education, training and job opportunities.
- Assisting people to have an improved degree of social connectedness and benefit from positive role models.
- An opportunity for the local community to utilise and share their skills, knowledge and life experience in acting as volunteer mentors to learner drivers.
- Assisting people to stay out of the justice system through driving offences, e.g. driving without a licence.

NSCC's program will achieve this through:

- Providing a matching service where a learner driver is matched with a suitable mentor to achieve the required number of supervised driving hours.
- Providing access to a suitable and safe vehicle for program participants.
- Providing an environment where mentors and learner drivers are respected and appreciated.
- Providing up-to-date and relevant training to all mentors who volunteer with the program.
- Providing mentors with a copy of all necessary resources, i.e. the Supervisor's Driver's Handbook and Tasmanian Road Rules.
- Providing debriefing opportunities for all mentors and participants as separate groups on a three-monthly basis, and individually if and when required.

- Providing mentors with information on other services available to people in the area if a referral is required.
- Providing learner drivers with Awareness Theory Training to increase their knowledge about car functions and road rules.

The project will provide all the necessary administrative support that will enable people to move from their Learner Licence (NL) to their provisional licence, or in the case of a person holding an international driver's licence, to gain their licence in Tasmania.

FUNDING

The NSCC's L2P program is administered by the Northern Suburbs Community Centre Inc. through funding received from the Department of State Growth Tasmania.

MENTOR POSITION SUMMARY

Mentors are responsible for providing driving practice for learner drivers who may have difficulty in gaining access to the required 80 hours of supervised on-road experience. This practice will take place in a vehicle provided by the program. The position is a supervising role that parents or other significant adults (e.g. carers or guardians) in the learner's life would otherwise have played.

Responsibilities and Tasks

- To develop a mutually cooperative and supportive relationship.
- To act as a positive role model.
- To encourage a person to reach their potential through coaching.
- To respect a person's dignity and right to privacy.
- To consider the safety of the person and establish appropriate boundaries and limits for behaviour.
- To maintain contact with the L2P Program Coordinator regarding the progress of the learner driver.
- To participate in ongoing training and evaluation activities provided by the L2P Program Coordinator.

Qualifications

Must hold a current, valid driver's licence.

Mentors will undertake the NSCC induction process that will provide them with the skills required.

Mentor Eligibility

To become a mentor for the NSCC program, mentors must meet the following requirements:

Essential Criteria

- Hold a current full car driver's licence issued in Australia with no recent licence suspensions. (Mentors must have had no driver suspensions in the last two-year period and have a good driving history.)
- Have a current Working with Vulnerable People Registration (WWVP). If prospective mentors do not have a current WWVP registration, please note that NSCC will provide this at no cost to the mentor.
- Undergo a National Police Certificate. NSCC will provide this at no cost to the mentor. Alternatively, have a current National Police Certificate valid for three years.

- Undergo an induction process that includes (but is not limited to) the following:
 - Tasmanian Road Rules
 - Supervisor's Driver's Handbook
- L2P mentors are required to be registered as NSCC volunteers. This is a safeguard against litigation and provides necessary insurance cover.
- Ability to commit to a minimum of two hours per week for up to six months.

Desirable Criteria

- A genuine interest in the wellbeing of people.

Selection Procedure

All interested community members will:

- Meet in person with the L2P Program Coordinator.
- Complete the L2P Volunteer Mentor Application Form.
- Agree to and sign the program's Code of Conduct, which outlines expectations for creating positive, safe environments and fostering supportive, effective collaboration between mentors and learners.
- Meet all the requirements outlined under Essential Criteria.

Mentors will be contacted within two weeks of their initial contact with the NSCC's L2P Program Coordinator to arrange a time for a formal interview.

When all of the above processes have been completed satisfactorily, prospective mentors will be invited to attend the NSCC's L2P Induction Training. On successful completion of the induction process, mentors will be formally accepted into the program.

Mentor Rights

- To feel safe.
- To feel supported.
- To have questions involving the program answered in a timely manner.
- To have concerns with the program addressed promptly.
- To be placed according to your abilities.
- To receive appropriate induction to the program.

Mentor Responsibilities

- Carry a valid driver's licence at all times while participating in the program.
- Maintain a zero blood alcohol level while supervising.
- Be free of illicit drugs while supervising.
- Acknowledge the participant's right to feel safe.
- Show respect towards the participant.
- Be reliable and punctual.
- Take responsibility for your own safety and the safety of other road users.
- Adhere to all road laws and regulations. Note that if an offence occurs while participating in the program, your voluntary work as an L2P mentor may not be able to continue.
- Arrive on time for all scheduled driving sessions, and inform your learner driver in advance if you are unable to attend.
- Notify the L2P Program Coordinator of any medications that may adversely affect your ability to supervise.
- Follow all program policies at all times.

LEARNER DRIVER ELIGIBILITY

To participate in the NSCC program, learner drivers must meet the following criteria:

Eligibility Requirements

1. No access to a supervisory driver:
 - Examples: Spouse without a licence, or parents unable to assist.
2. Additional criteria:
 - Reside in Launceston.
 - Lack access to a suitable, reliable vehicle.
 - Limited or no access to public transport.
 - Hold a Centrelink or Concession Card.

Eligibility Benefits

Participation should support one or more of the following:

- Gaining employment.
- Pursuing further education.
- Boosting self-esteem, confidence and independence.
- Referral from another service.

Pre-Entry Requirements

To qualify, participants must:

- Hold a current car learner licence (NL) or international licence (L).
- Have completed at least two professional driving lessons so they have a basic knowledge of vehicle operation before starting with the program.
- Submit a completed application form with a copy of their learner licence and Centrelink Concession Card

Desirable

- Complete at least five professional driving lessons.

Note: A needs-based assessment will prioritise applicants most in need of the program.

Application Process

- Referrals are accepted from self, family, schools and community organisations.
- Applicants must complete an application form and attach a copy of their learner licence.
- Applicants will be notified of their suitability within 14 days via mail or email.
- Successful applicants will attend an informal interview to discuss program details.

Participants' Rights

- Feel safe, supported and respected.
- Receive accurate program information.
- Engage in the program safely.
- Have any concerns addressed promptly.

Participants' Responsibilities

- Always carry a valid learner licence during program activities.
- Maintain zero blood alcohol levels and avoid illicit drug use while driving.
- Respect the mentor's rights and maintain a professional relationship.
- Abide by all road laws and program policies.
- Be reliable, punctual, and notify the mentor in advance if unable to attend sessions.
- Inform the L2P Coordinator of any medications that may impact driving.

Note: Failure to comply with responsibilities or road laws may result in removal from the program.

MATCHING LEARNER DRIVERS WITH MENTORS

The L2P Program Coordinator will match the learner driver with a mentor based on mutual needs, interests and personality. The match is assessed through a formal interview process with the mentor and an informal interview with the learner driver.

The learner driver and mentor will be introduced to one another in the presence of the L2P Program Coordinator prior to attending their first on-road driving session.

The mentor is to be provided with the name of the learner driver prior to the meeting to ensure any conflicts of interest are avoided.

Following the first supervised driving session, the L2P Program Coordinator will contact the learner driver and mentor individually to seek feedback on the session and to further assess the fit between the learner driver and mentor.

Match Closure

It is the policy of this program that all learner drivers and mentors participate in a closure process when their match ends. Closure is defined as the ending of a formal match relationship, regardless of why the match is ending.

Closures may occur for a range of reasons. Where the circumstances are not unexpected or urgent, the match closure process will be conducted within three weeks of the match ending and will be arranged with the consent of all parties involved. The learner driver or mentor may not close the working relationship without prior discussion and planning with the L2P Program Coordinator.

The learner driver and mentor are both encouraged to raise any concerns with the L2P Program Coordinator immediately to ensure that the safety and wellbeing of both parties is maintained as a priority. In cases where there are safety concerns, or the situation is unresolvable, the L2P Program Coordinator can arrange for the match to end immediately.

When the working relationship has ended between the learner driver and mentor, the L2P Program Coordinator will issue a letter confirming that the formal matched arrangement has ended.

If a match ends prematurely and the learner driver remains interested in the L2P Program, a new match will be facilitated by the L2P Program Coordinator.

Contact between the learner driver and the mentor after the formal match is closed is only by the mutual agreement between participants and the appropriate parent or guardian (where relevant). It is important to note that the professional relationship is no longer the responsibility of the NSCC's L2P Program.

At the end of the match, an evaluation meeting will be organised by the L2P Program Coordinator to allow the mentor and the learner driver to provide feedback and inform the development of the NSCC program's effectiveness and processes. This will be done face to face where possible.



CODE OF CONDUCT

Mentors and learner drivers must sign and adhere to the program's Code of Conduct, ensuring a positive and safe environment. By working together under this framework, the program strives to deliver excellent outcomes for all involved.

CONTACT

L2P Program Coordinators

Mani Rai & Mark Dover

L2P Coordinator hours are Tuesday, Wednesday and Thursday, 9:30 am to 2:30 pm.

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