



N a mentor 60+ from Launceston - Mentoring people to get their hours up is very rewarding. You get to meet some, nice people and see their assertiveness grow as they become more confident on the road, DMT and this program supports me to support others.

C 20's from Launceston - I have a disability and never thought I would get a license My partner and mother-in-law encouraged me to have a go. I went to the Linc program at the library and practise the test and finally passed my L 1. I was so happy I wanted to drive. My first session I was terrified and did not believe I was doing it. Just loved it. It was great.



C 24 from Launceston -I seen that man C on the news, and I see what he did so I thought I could get my license even to have a learning disability too. I was helped too and knew I could do it in the end and I did.



## DMT/LDMP Youth Jobs Strategy Submission



Dedicated to all the amazing mentors, partnerships, Learner Driver Mentor Programs, and learners that make this service delivery possible. Programs that keep on giving.

## Abbreviations glossary for this submission.....

- Driver mentoring Tasmania inc. ( DMT inc.)
- Learner Driver Mentor Program (LDMP)
- Graduated Licensing Systems (G.L.S)
- Department of State Growth (D.S.G)
- Keys2drive
- Working with vulnerable people card (WWVPC)
- P1 License (Provisional license)
- Learner license assistance programs (LLAP)
- LLN assistance (Literacy Language & numeracy)
- Digital literacy (DL)
- Consumer Price indexing (CPI)
- Road Safety Advisory Council RSAC
- Community Transport Services Tasmania (CTST)
- The Australian Driver Trainer Association, (ADTA)

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## DMT inc. ( Driver Mentoring Tasmania)

### LDMP's Learner Driver Mentor Programs

#### Who we are:

We as DMT are the peak body for the Learner Driver Mentor Programs who provide, supervisory driving support to eligible Learner drivers through the support of volunteer mentors.

We are operated by State Coordinator: Garry O'Byrne who as part of his career was an experienced Employment Case Manager. Garry was instrumental in raising \$50,000 in 2005 to develop and operate the Wheels4Work (W4W) which is a Launceston Learner Driver Mentoring Program (LDMP). Also, now with an outreach LDMP team supporting Georgetown, Deloraine & Beaconsfield in Northern Tasmania.

As peak body DMT supports the program funding, reporting and data collection as required by the funding bodies State Growth Departments & Road Safety Advisory Council .

DMT partnerships, service providers and networks with organisations to recruit crucial ongoing mentors, promote the essential value and need for these LDMP's in Tasmania. DMT also provides mentor pre-LDMP driving inductions and upskilling in conjunction with a previous State Growth Driving Assessor a minimum of twice yearly.

We advocate for the LDMP'S as essential driving support services for Learner drivers, who do not have access to local transport, supervisory driving support, the money to get their license through driving schools, families, or friends.

We provide fuelled vehicles that are a minimum of 4-5 ANCAP safety rated program vehicles, & trained mentors, who are reference checked, as well as holding a clear driving record, Police check and working with vulnerable people cards.

Our aims include reducing the number of unlicensed, unskilled, and unsafe drivers on Tasmanian roads at risk of becoming the wrong kind of statistic due to being unable to get their license.

## Our program assets for 2021/2022 to 30<sup>th</sup> June 2023

- Our assets include 26 (4–5-star safety ANCAP) rated program vehicles. Some vehicles have safety pedals installed in them. 23 of the automatic vehicles are funded.
- The 3 manual vehicles are no longer funded by our funding body. Our LDMP's are raising funds to continue to operate them due to identified needs.
- We also have dashcams for learner and mentor safety. As well as for insurance purposes.
- In 2023/2024 our 3 manual vehicles were removed from our funding. The need for manual licensing assistance remains.
- We have a newer data collection & booking system from a MAIB grant.
- Well-developed process of operation, including policies and procedures that incorporate Covid safety measures.
- In 2022/2023 we have an average number of 127 mentors a month. Following the emergence of Covid this number has dropped from.
- An average of between 164 -178 per month in 2020/21 & 2021/2022.
- A situation all programs with volunteers and mentors are experiencing.
- !6 fulltime LDMP's and 2 outreach LDMP's. 1 in the North & 1 in the South doing the same required hours as their parent programs that they are funded under.
- One mentor developed a new learner driver vehicle maintenance booklet. That is about checking the air in your tyres. How to change a tyre. Checking vehicle fluid levels etc.

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Funding years for 3 years from and to June 30 <sup>th</sup> for each year	LDMP mentor on road hours	L2 & P1 outcomes until L2 licenses were phased out in 2021/2022	Average monthly mentors' numbers per year of funding	A very generous average of hours a mentor is doing per month.  With the learners in our vehicles.	<p style="text-align: center;"><u>Covid emerges along with the rapid rise in the consumer price indexing.</u></p> <ul style="list-style-type: none"> <li>In the last 5 years, have lost the inclusion of CPI in our funding agreements.</li> </ul> <p style="text-align: center;"><u>Changes to the Graduated Licensing System changes to the learner license laws.</u></p> <ul style="list-style-type: none"> <li>Licensing outcomes – are being impacted by reduced mentor numbers. As well as the increase of 50 required learner driving hours to 80 hours.</li> <li>Increasing the average learner licensing time in supervised driving by an average of 6 months.</li> <li>Our amazing mentors are at a higher risk than ever of mentor burn out.</li> <li>Our mentors are struggling to afford fuel having risen above the \$2:25 per litre to get to &amp; from mentoring.</li> <li>Along with rises in general living expenses. Mentors committed to us, and our programs need and deserve some financial recognition.</li> </ul>
2020/2021	17,431 hrs	262	164	106.24 hrs	
2021/2022	20,047 hrs	191	178	112.62 hrs	
2022/2023	18,946 hrs	219	127	149.18	

- In 3 years, that's a total of = 56, 424 on-road hours.
  - Calculated by Government at \$30 per hr for volunteering - equalling a cost savings of \$1,692,720:00 over 3 years.
  - With the outcome of 672 P1 provisional driving licenses. As well as
  - Currently in our final guaranteed funding cycle of 2023/2024
- From June 30<sup>th</sup>, 2023. We are collating over 50 P1 license outcomes. (Now that translation services are available with services Tas we have over 15 more waiting to sit P1 testing as well).

**Learner Driver Mentor Programs offer free driving experience under volunteer supervision to Tasmanians.**

- Who experience barriers preventing them from gaining the necessary supervised driving hours to sit a provisional license test? Whilst each program has a different target group, if a learner driver has difficulty accessing a vehicle or supervisory driver often, they can become a participant with a Learner Driver Mentor Program.

**DMT is looking for organisations or individuals who can assist member programs.**

Such assistance could be:

- sponsorship of a program, sponsorship of a learner
- becoming a mentor, helping to find suitable mentor drivers.
- donations of vehicles (e.g., ex work fleet vehicle), fuel vouchers
- Promotion opportunities within the community
- If you believe your business or organisation can assist DMT please contact us
- [www.drivermentoringtasmania.org.au](http://www.drivermentoringtasmania.org.au)



**Driver Mentoring Tasmania & our LDMP programs are:**

**Northwest coast**

Strive to Drive CHAC (Circular Head Aboriginal Corporation (CHAC) Smithton

A2P's in Burnie

Easy P's Devonport Chaplaincy

Get in 2 Gear -St Helens/Fingal Break O'Day Council East Coast

**North:**

Wheels4Work Launceston & W4W outreach – servicing George Town, Meander Valley & West Tamar

L2P's Northern Suburbs Community Centre Newnham

Drive 4 Life (MRC North) - Migrant Resource Center North

**Derwent Valley:**

Drive Time New Norfolk & Derwent Valley

**Hobart & Southern regions:**

Top Gear MRC South (Migrant Resource Centre South).

Top Gear JRS Brighton, Bridgewater- Gagebrook

Hobart PCYC Hobart City areas

Greenlight Glenorchy & Goodwood

U-caan Drive Chigwell, Berridale, Collinsvale area's

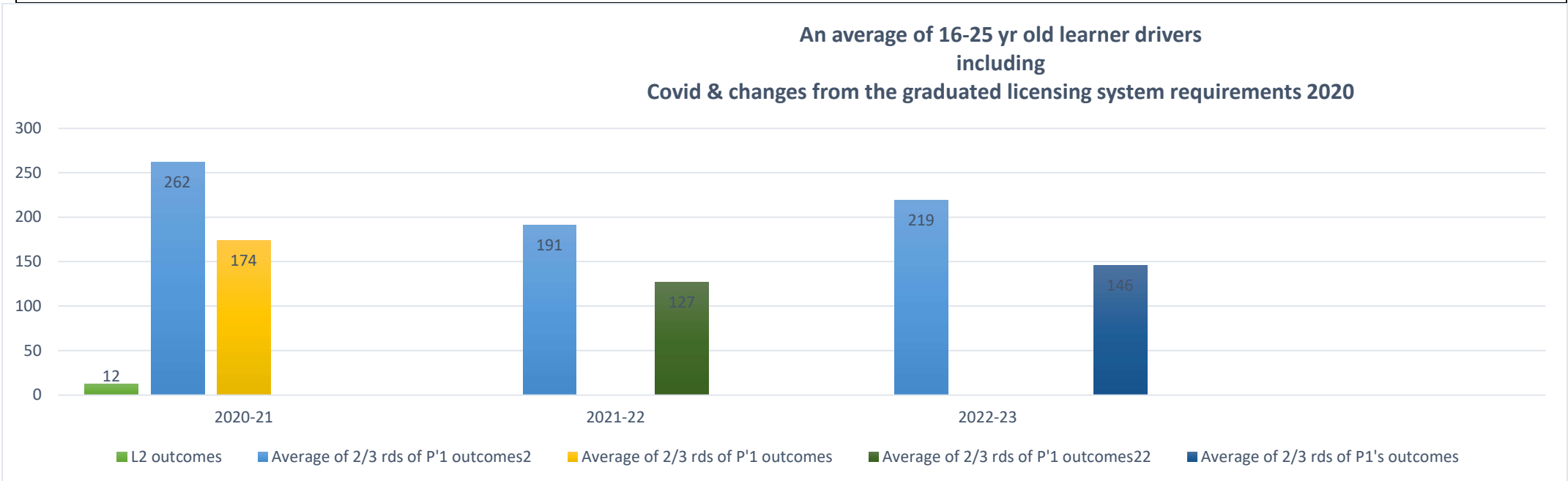
Ready Set Go Clarence, Risdon Vale, Clarence Plains & Sorell

Gearing up Huonville – Surrounding areas

Gearing up Outreach Kingston

Jumpstart Geeveston

## Graph information for Learner Drivers in LDMP's and P1 outcomes, and Case management support referrals for 16-25's

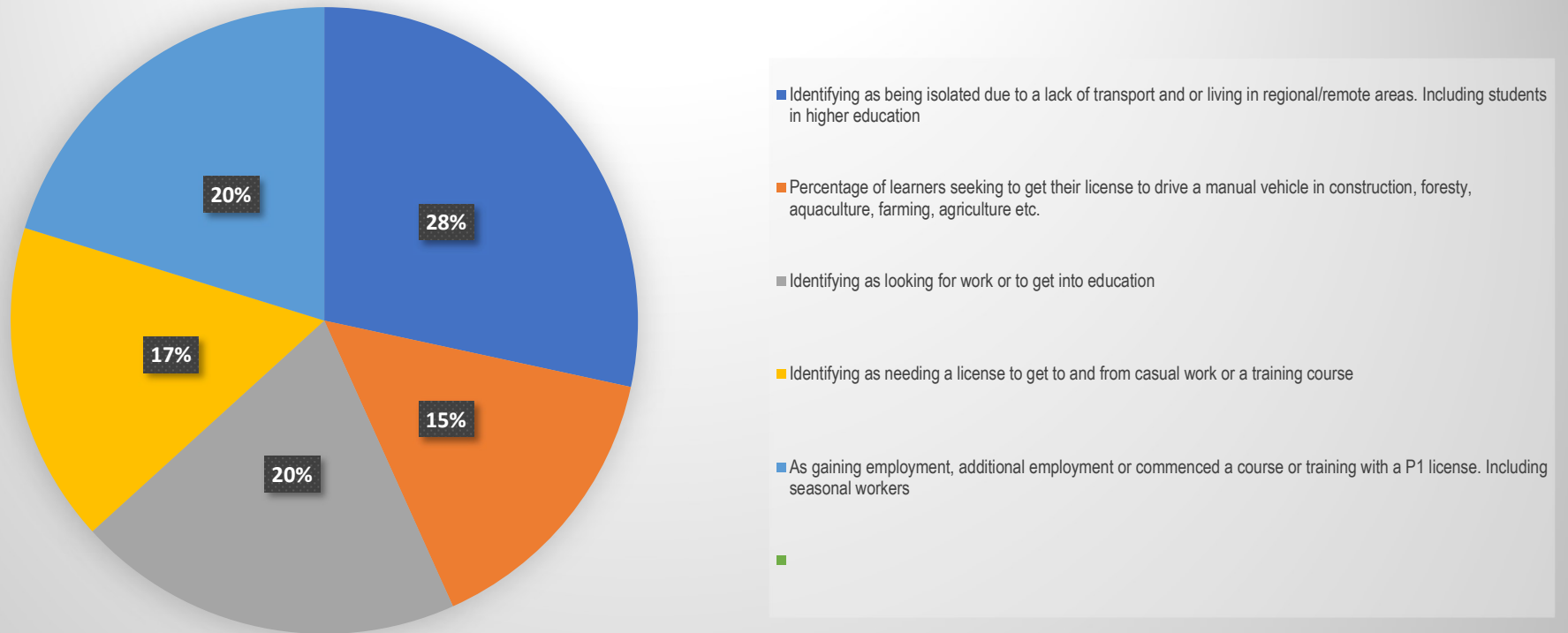


### The Case-management for 16–25-year old's learner drivers receiving support from supervisory volunteer mentors often includes-

Referral/s or additional interventions. Some of those are Literacy LLN support, Dept. State Growth Client Support assessments. Including being reassessed by driving assessors/instructors due to a lack of driving focus, or lack of willingness to follow road rules, including not adhering to speed limits. There have been instances when DMT intervenes with a learner and mentor in the LDMP's. Due to the refusal of the learner to follow road rules in a safe manner. DMT also supports the LDMP's with enlarged hands-on road maps from the Learner License Assistance Program to support learners and mentors to navigate and understand Tasmanian road rules.

Referrals for driving support include to the LLAP's Learner License Assistance Programs, interpretation & translation services, often the awareness of safety related health assessment needs identified before or during LDMP mentor support sessions. Do not reveal the degree of a learner's health conditions until they are. Driving with the mentors. Mentors also refuse to provide driving supervision where it is obvious that the learner is under the influence of alcohol or drugs and EAL English as a second language. Mentors also have identified learner referral needs for drug and alcohol support when a learner has arrived for a driving session.

## Graph 2 16-25 yr old's accessing LDMP's



### With 2/3rd of all DMT/LDMP waiting lists & P1 license outcomes

16-25's in LDMP's identifying as having CALD cultural heritage

16-25's in LDMP's identifying as being A.T.S.I. On average

16-25's in LDMP's identifying as being isolated due to a lack of transport and or living in regional/remote areas. Including students in higher education

Learner drivers 16-25's in LDMP's seeking to get their license to drive a manual vehicle in construction, forestry, aquaculture, farming, agriculture etc.

16-25's in LDMP's Identifying as looking for work or to get into education

16-25's in LDMP's identifying as needing a license to get to and from casual work or a training course

16-25's in LDMP's as gaining employment, additional employment or commenced a course or training with a P1 license. Including seasonal workers

16-25's in LDMP's 3 years from  
2020/2021 - 2022/2023 June 30th

On average over 364

On average over 185

On average over 823

On average over 431

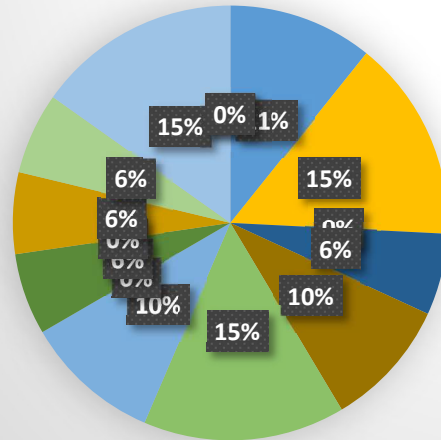
On average over 579

On average over 479

On average over 586



### Graph 3 - 16-25 yr old LDMP participants



- 16-25 yrs old Learner drivers' additional referrals for Health related assessments whilst driving including drug or alcohol. As well as 16-25 yrs old Learner drivers, requiring any further driving assessment, or pre driving assessment due to lack of focus
- 16-25 yrs old Learner drivers on average that require from an additional 5-10 driving hours., This can vary due to a need for
- Increased financial pressure the 2 professional driving lessons with the loss of Keys2Drive program on 16-25 yrs old's
- 16-25 yrs old Learner drivers applying to enter an LDMP's without a learner's license & being referred back to LLAPS
- The number of LDMPs that travel an average of over 10-30 kms over to support regional & remote learner drivers per week.

16-25 yrs old Learner drivers requiring referrals for literacy/LLN support including EAL English as a second language. Average over	57%
16-25 yrs old Learner drivers' additional referrals for Health-related assessments whilst driving including drug or alcohol.	35%
As well as 16-25 yrs old Learner drivers, requiring any further driving assessment, or pre driving assessment due to lack of focus or identified anxiety, self-esteem, confidence, neurodiversity, other health related support needs. Averages over 35% for anxiety alone.	
16-25 yrs old Learner drivers on average that require from an additional 5-10 driving hours., This can vary due average over 71%,	71%
Increased financial pressure the 2 professional driving lessons with the loss of Keys2Drive program on 16-25 yrs old's 100%	99%
The number of LDMPs that travel an average of over 10-30 kms over to support regional & remote learner drivers per week.	40%
16-25 yrs old Learner drivers and mentors challenged to engage with night driving support for mentors through DMT - due learner driver concerns, having young children or being single parents without additional at home support etc.	63%
16-25 yrs old Learner drivers applying to enter an LDMP's without a learner's license & being referred to LLAPS average over 39%	39%
Needing assistance to pay for driving lessons & P1 Licensing assessment. Making them a potential increased risk of driving unlicensed.	99%
Some 16-25's identify n/driving hours, challenging due to young families, weather, lateness of driving hours in 6 months/ daylight savings.	67%
If a learner driver needs to pay for the full pre P1 assessment that includes an average of \$185 for booking the driving school vehicle and the pre assessment. On top of driving schools' lessons at an average of \$80 per 45-50-minute driving session for 80+ hours without LDMP assistance. None of our LDMP participants would have a license without an LDMP	Over 99%
The number of LDMPs that drive 10-30 Kms to support their learners. Another 7 LDMP's drive 40kms & over to give learner support each @	40%
100% of the West Coast remains isolated due to the stalling of their LDMP averages over 70%	70%+
West Coast remains isolated. LDMP reports Police state numbers of increasing desperate unlicensed drivers driving to reach services- Police need to be asked about these issues ?.	

## Who, what and why of DMT Driver Mentoring Tasmania inc.) and (Learner Driver Mentor Programs) - LDMP's?

- DMT advocates for the community as peak body for these valuable essential LDMP'S. DMT can demonstrate how the LDMP'S bring people together in the process of reducing isolation and a lack of transport options, that many community members that do not have access to transport and driving supervision often experience Tasmania.
- DMT has been operating this way since the initial Government pilot funding agreement, which was available to DMT inc. from 2010 and delivered in 2011. Since that time, DMT continues to advocate for the LDMP's to achieve ongoing Government funding. To expand and grow to the 16 LDMP'S fulltime LDMP's that also include 2 outreach LDMP's who achieve the same required driving hours as their locally based funding parent programs each month.
- We are always looking for opportunities to build partnerships, with services and organisations. That can assist and expand, the reach of these Learner Driver Mentor Programs. To support increased numbers of safe licensed and skilled drivers, driving on our roads. We are always working towards achieving these aims through meeting and networking with many services. Including Workforce Australia employment programs, education providers both public and private. In an effort to find ways to better utilise the Learner Driver Mentor Programs and create increased opportunities for eligible learners to gain their P1 Provisional licenses.
- DMT inc and LDMP's receive multiple calls each week from Employment support staff looking to place their jobseekers/participants into a vehicle to gain a license as quickly as possible. DMT & LDMP's have been working to partner with these providers to support jobseekers to gain a license. Often the response is we cannot work with you more closely due to government funded contracted grey areas. DMT & the LDMP's focus is that they are very keen to keep the program vehicles in use for as much time as possible.
- The more vehicles that are filled with learner drivers, the more P1 License outcomes we can support the learners to gain.
- Another challenge when working with Workforce Australia providers. Is that if the learner is not on an LDMP waiting list and coming up to being mentored in the vehicles. The Workforce Australia service providers, still have an expectation that a current LDMP learner on the waiting list, is displaced, to prioritise their own employment outcomes. We understand that the Employment service providers, are looking for immediate results in support of their jobseekers. However, while we aim to work with them, we need these interactions and requests to be collaborative a two-way process.

- We also receive multiple calls from other Community services and programs needing to refer participants to the LDMP'S across Tasmania.
- These referrals are for participants requiring assistance to gain a license having experienced homelessness. Referrals for young families living in remote areas, isolation, experiencing a lack of public transport, domestic violence, people looking for work and education. In support of people who have health conditions that require access to ongoing health support. People who having lost a partner or separated from a partner and need a license to access services. For people who are relocating to Tasmania, and having no local support, for people seeking apprenticeships & traineeships and many more relevant and essential reasons that having a license is a must.
- Employment service providers do have options in supporting jobseekers to become Learner Drivers with LDMP's. However these options do not seem to be the options that in the majority of cases, they are willing to work with. For example: They often advise us they cannot see the value in finding suitable jobseekers to mentor other jobseekers on their lists. Their view is this is because some of the available, jobseekers are not likely to lead to employment outcomes for them. However, as mentors have gone onto employment outcomes with us. That can be an opportunity that Employment service providers are missing. DMT and the LDMP's do want to support employment and education opportunities for as many eligible learners as they can. However, without a two-way agreement then DMT/LDMP'S are exhausted in their ability to create a workable partnership with some service providers. The frustration for us, is it is the learner driver that is impacted, when this process takes longer to occur that DMT believes it should.
- DMT & LDMP's face 2 challenges at that point. We have waiting lists of over 535 learners that wait for a considerable amount of time. To drive with an LDMP especially since the 30 hours increase for learners through the G.L.S. These challenges include who are DMT & the LDMP's to prioritise someone from an employment service over the next learner on the programs list. Will equal education and employment goals. We do advise the employment services caller. That they can potentially, fast forward their jobseeker. If they or someone else from their organisation (that can be staff or even be another jobseeker that is a suitable mentor for this process.
- As long as they can drive and provide supervision to the next learner on that LDMP's waiting list hour for hour as well. Which seems fair and equitable approach for all Tasmanians.
- We are also receiving more and more calls from community members with licenses that have lost confidence due to accident, injury, or illness. Who are also calling with the hope of being able to drive in our program vehicles with mentor? To rebuild their lost confidence. But with current eligibility criteria guidelines being what they are, combined with current waiting lists, funding obligations and rising costs of living continually impacting all service delivery at this stage. It's not a foreseeable option we can undertake while under the current funded obligations that we are.

## How we can work together with the Youth jobs strategy

- **We can work together to build on the employment and educational, skills development outcomes for licensed learner drivers.** By having a greater number of the 16-25 cohort. Applying to be learners in our programs and going onto achieve their P1 provisional licenses.; A P1 license being a key process as part of our approach to that.
- We can do this in partnership with you ,and your department as well as other service providers. Through the formulation of a clear and transparent funding model and funding agreements that outline. What that would look like in action. The who what when and why.
- The how: Vehicle availability – Creating a process of when the vehicles could be utilised by DMT trained and inducted mentors, provided by these services we are partnering with and what that mentoring process would look like in action. Driving hour for hour with one of their learner drivers, whilst driving hour for hour with a learner driver already in our LDMP vehicles or from our current statewide LDMP waiting lists.
- For example: When the employment provider, provides us/a LDMP program. That LDMP program Coordinator, would match them with a learner driver from our current statewide LDMP waiting lists. After that jobseeker/mentor has completed a DMT induction and LDMP program induction. That jobseeker/mentor would act as the supervisory driver to both learner drivers. Providing them with equal hour for hour driver mentoring supervision.
- Will have already completed a minimum of two compulsory private driving lessons. For the safety of the learner, the mentor and other Tasmanian road users. The DMT induction provides clarity about road rules, road safety, how to supervise and support a learner driver etc. over a 3-hour group induction training session. To be covered under volunteer/mentor insurance the mentor then has a shorter program induction. Where they are provided with information about the programs policies and procedures etc. Then in conjunction with LDMP vehicle availability, the mentor will be scheduled to drive beside and provide driving supervision support session, to the two learner drivers on separate occasions on an equal hour for hour basis.
- While providing the supervised driving support the jobseeker/staff mentor will also be developing other employment related and transferrable skills. This is not the only opportunity for a jobseeker/mentor driver. To develop employability skills.
- They can also accrue other potential employability development skills, within our programs as volunteers. Inducted into the LDM programs and covered under volunteer/mentor insurance under those LDMP program providers. While mentor driving is a transferable skill, there are other potential volunteer roles job seekers could also undertake as detailed further in and later on within this Youth Jobs Strategy submission.

- Our programs already demonstrate that both mentors and learners currently within our Learner Driver Mentor Programs have gone on to gain employment and education placements. Both as employees of companies and service providers and as well as creating self-employment opportunities for themselves. As well as potentially for others as well, as part of their employment journey. This creative type, of partnership, provides people of all ages and experiences with transferrable employability skills, and especially the 16–25-year-old cohort. That the Youth jobs strategy is looking to support. A brief example of some of the education and employment outcomes, we are referring too. Are in addition to the 17 LDMP Coordinators currently employed in our programs.
- We also have had a number of LDMP mentors and learners have gone onto and into employment. Having gained at least some of these skills, whilst volunteering and being actively engaged in our Learner Driver Mentor Programs. We provide greater detail about, these employment/education outcomes further within this submission as part of our submission to you.
- We will require a formalised partnership within future funding agreements with regards, to how all of these external services can work together with us flexibly to achieve these aims and outcomes. As part of this process. We are also aiming to work towards, increased licensed learner driver numbers through access to a Learner Driver Mentor Programs. That will operate in Roseberry and the West Coast region. This program would also include a potential jobseeker skill development process as volunteers with that program. While the learner driver focus would be on 16–25-year old's,. For access and equity that LDMP would also include learner drivers in other age ranges as well.
- Our access and equity focus is the place our programs currently operate from across Tasmania, wherever possible to do so. We are always working towards finding a way to be able to meet the unmet learner driver skills development need. As part of that process, we have been looking at ways we can add to this. Which do not fit or cannot be deemed as fee for service either. By using supervised mentor support sessions to get people to and from work and education. This makes their transportation options more accessible as well as more reliable. The LDMP's can potentially assist with this, in partnership with other services including employment services.
- The addition of having access to guaranteed source of funding source, with a flexible model of funding options. Means that our focus can change from the current model and focus. Where we continually competing to hold onto our, current funding. DMT's and the /LDMP's will be enabled to focusing on increasing these outcomes opportunities, making that process capacity for success an endless one.
- We already have operational processes and practises. Our assets include 23 4–5-star safety rated vehicles, trained/inducted mentors who have completed all safety check requirements. Coordinators providing referrals to partnered service providers. Across a range of driving and health/driving related support services including Literacy LLN and Learner license assistance programs (LLAP"S), Department of State Growth Client Assessment Support, DMT- "The, what next," driving related health assessments and more. \*\* Please see graphs for the 16-25 cohort included in this submission.

- Our 3 manual vehicles are no longer funded under our current funding agreement. As essential vehicles, providing manual licensing to specific Tasmanian employment related sectors and industries. Our programs are working to raise community money to be able to provide this supervised driving support. The industries and sectors we are referring to here. Are outlined in further detail within the submission.
- We have 16 funded LDMP's including 2 LDMP outreach programs operating under a funding parent in the state. As of 2022, we already have and use a new data collection, booking system for reporting and accountability. If part of the future funding model, includes funding manual licensing for our learners as well. That will increase their employability across many sectors and industries. Most of all we have a willingness and have goals. That aim to address these challenges and make this process more viable, through service delivery growth and expansion, wherever possible to do so with the right funding support.
- For example: Of our current and previous work towards ongoing LDMP growth and program expansion. DMT met and created a partnership over 60 hours, with Roseberry MMG Mining limited on the West Coast, as this is an area that the LDMP's have been trying to expand into for over 10 years. The need for an LDMP in this area is self-evident. Due to the vast distances between those areas and even up to Burnie. The lack of transport in those areas has led to Police identifying to a nearby LDMP, that there are a large number of drivers driving unsafely, unskilled, and unlicensed on those roads. Due to desperation to get to and from employment, education, medical care, and many other necessity-based services.
- Roseberry mining came forward with a vehicle, mentors from the mines that DMT inducted, and many potential young learner drivers applied for the LDMP quickly. However, the mines financial and mining lease changes. Has stalled the progression of this much needed LDMP and once again without additional Government funding. The West Coast region, which includes a need for manual vehicle licenses in the mines, forestry and farming employment and education systems is once again lacking.
- It means the people across the West Coast of Tasmania currently live without enough, equitable transport options or opportunities. Leaving them isolated and often unable to work or attend further education. Ideally all Tasmanians should have equal access to basic services. This lack of equity also potentially creates a cycle of a higher safety risks. Around unlicensed, unskilled desperate drivers on the roads. Not only for themselves but also all other road users in Tasmania. No doubt this increases costs around accident and injury for the (MAIB) Motor Accident and Insurance Board in Tasmania as well.
- As stated earlier Commonwealth Workforce Australia Employment services, can potentially increase their service and star rating outcomes. By working more closely with us, in all areas including the West Coast. For example: If those Employment providers are going through the jobseeker list and can, match other suitable jobseekers waiting for employment with a learner driver. Then these jobseekers can be trained as mentors. Inducted into the LDMP's and develop transferrable employment skills. Whilst being supported, to complete self-employment assistance courses or business coaching courses with Workforce Australia?

- They also include volunteering beside a Coordinator. Using the booking systems, building on communication skills, planning, organisational skills-and building rostering skills. There are quite a few Community services, based rostering employment roles in Care sector. I.e., Support worker roles are increasing and with that comes increased booking and rostering staff/client support needs. As well as support workers needing licenses.
- Other skill development areas also include - vehicle maintenance, i.e., car detailing that could be done in support of the LDMP's on the program vehicles – giving someone the experience of those skills. That they can use to either work for someone else or developing into their own business with some additional business coaching and self-employment mentoring support. From Workforce Australia providers.
- There is also the possibility of employment as driving assessors and driving instructors, for jobseekers funded to complete a Cert IV in Driving assessment and they complete the required driving hours whilst mentoring in an LDMP as an inducted DMT/LDMP mentor. That can lead to self-employment or employment with a driving school. We know this is true as we have mentors that have gone on to become employed in these areas whilst or after mentoring with an LDMP.
- This process is much the same way. A person may start out working as a tradesman's labourer and go on to become a licensed apprentice/workplace trainee. Then going on to complete their qualification and become either self-employed, potentially employ others or work for some as an employee. Sectors like construction, forestry, transport, farming, agriculture, aquaculture, support workers, couriers as you know are reliant on licensed drivers as are many other employment sectors
- Enabling them to become self-employed or more employable to potential employers looking for actively engaged employees. Currently Workforce Australia providers claim outcomes for learners when they get their P1 license with an LDMP. Leading to license related employment. sectors such as construction, forestry, aquaculture, and transport sectors. Apprentices and trainees in those fields often require not only a license to gain employment and be employable. But they require manual licensing. We are advised that the equipment associated with those sectors and industries. Generally, are not suitable. Or cannot be used for a manual driving assessment. Due to the layout of the equipment's structure and components..
- Employability skills when volunteering with a Learner Driver Mentor program, are not just found within the valuable mentor roles. Though these opportunities are available. our mentors must be over 25 years of age and hold a full Australian license. With no serious driving infringements in the last two years. This is both for safety and insurances purposes. To also support learner drivers from their own cohorts as well. Whilst building on or developing, the transferrable skills our mentors use and develop. Demonstrating their overall employability to employers in future.

### The importance of not having to compete for funding continually.

- \*As we advised you earlier in this submission. We have been advised by the nearest LDMP to the West Coast. That local Police have identified that they are experiencing, a growing number of unlicensed drivers who drive due to the remoteness of the areas there. Driving in desperation of needing to get somewhere.
- For example: There is a bus travelling to Burnie from Smithton that leaves at 7am for anyone needing to get to work, school, higher education, and essential services. It returns around 5 pm and if you cannot get that bus and don't drive that's it. If you do need to catch the bus and get back by bus you are forced to wait in Burnie etc. all day.?
- While we are required to spend a great deal of time competing, justifying, and proving our community value and worth under the current funding model we come under. It limits some of the ways we could continue to grow with certainty and expand our service reach and outcomes further into the community.
- We provide a valuable and essential service to the Tasmanian community and of that service provision with an average 2/3 thirds of P1 License outcomes for people 16-25 years of age. Whatever a learners age, when they obtain a license, it increases the quality of their lives, across community connection, reduced isolation, independent access to transport, health and wellbeing, education, and employment and much more.
- It supports the risk reduction of increasing numbers of unskilled, unsafe, and unlicensed drivers on our roads. Potentially adding to the growing number of road statistics. Whether that is due to accidents, injuries, or fatalities. Because they cannot get access to driving support/supervision and cannot afford to pay for driving lessons or live too far away to access a driving school. If they are unable to drive regularly and lose motivation or drive unlicensed and risk their lives and those of others.
- We can only reiterate the impacts of how when we are constantly having to keep competing for funding and working to prove our worth. We are pausing and redirecting the focus, from the importance of what we do to the why and how we do what we do. It also pauses the focus from our achievements and outcomes, as well as capacity to continue to grow and expand until all Tasmanians have an opportunity to have equality with access and equity to the safest possible transportation we can provide.
- Currently. it often does not appear to understand the bigger picture of how changes to the G.L.S, have, a flow on effect, in the reduction of time in which a learner can go through 80 hrs and often more than 80 hrs of driving skill development to become a provisional P1 license holder. The 15-hour night driving requirement, which is not assessed during the Provisional license is also impacting our current P1 outcomes.



- Covid and the rapidly rising cost of living. Have impacted our programs a great deal with a drop from 178 mentors driving per month in 2021/2022 to an average of 127 mentors driving per month. \* Please refer to the table included in this submission that shows the contributions of our programs over the last 3 years as a sample of our service delivery achievements. Please also note the potential loss of mentors due to both rising costs and burnout as a result of the increase in driving hours our amazing mentors have and do contribute.
- \*\* Perhaps opportunities that allow a mentor to access either reduced or free registration or cheaper fuel once they have demonstrated an ongoing commitment to their communities i.e., 20 hours of volunteering etc.@ \$30 per hour equals \$600 dollars of community contributions. Could be a reasonable way of acknowledging that volunteers do matter and do make a difference.
- Interest rates are higher than they have been for many years, groceries and living expenses including fuel, health services, vehicle and household maintenance and registration are adding insurmountable pressure to dedicated and committed volunteer/mentors. Who do not want to stop mentoring, as mentoring gives them a sense of value, purpose, companionship and fills their day? They tell us. So, we honour their contributions and cost savings in this submission.

#### Expanding on employment and education outcomes further in this submission:

- We are aware that there are both learners and mentors who have gained employment or entered education as a result of LDMP participation. These numbers include people from the 16-25 cohort as well. As a result of gaining a P1 License. That includes an increase in current employment, new employment, apprenticeships/traineeships, or new education placement.
- DMT/LDMP's have untapped employment and training outcomes as discussed earlier and there is room for more discussion around those opportunities moving forward. That Employment services providers can incorporate these outcomes, into a mutual partnership with DMT/LDMP's. As we have stated before, when looking to fast track jobseekers onto the current waiting lists and into the LDMP vehicles. Whether as professional development/community engagement or as part of their employment skills currency.

#### Moving forward we are looking for a broader discussion with Youth Jobs Strategies that....

That discussion would include why the need for us, to be constantly competing for funding moving forward would be removed. We understand we are required to demonstrate accountability, both to the Government as well as to our communities. However, we already do receive that feedback from the community along with our learner drivers and mentors. That reflects our value and purpose in this service delivery space. While demonstrating equity and access at every opportunity we can. Whilst also demonstrating that as of June 30<sup>th</sup>, 2023, there are 672 additionally

licensed P1 License holders driving in and across Tasmania. We incorporate safety through the requirement of a minimum of 2 professional paid driving lessons. Before a learner can drive with a mentor or on the road. This is one of the ways we adhere to the towards zero road safety campaign.

- Our mentors provide a valuable return on funding with 18,946 supervisory on-road hours driving hrs in as of June 30<sup>th</sup>, 2023, 219 P1 Licenses out of 672 in 3 years. Has occurred creating jobs and opportunities for upskilling. DMT/LDMPs can provide 219 P1 licenses for a million dollars and private driving schools produce a generous average of 130 for the same financial outlay. Which we can prove.
- As we have stated we need continuity of funding. Without fear of losing the funding for our valued programs. Which we seem to be facing more than just yearly now. We require the kind of funding that enables us to further expand to meet unmet learner driver/ transportation access opportunities in areas such. Regional and remote areas across Tasmania as a whole. When evaluating these programs, there needs to be room for understanding and the ability to value both the overall wellbeing and social outcomes as well as P1 license outcomes. Whilst looking at the bigger economic picture. Because having the independence, of a license reduces many other costly impacts on the lives of Tasmanians.
- A license means the ability to access employment, education, medical and essential services. It can also provide the means for people to leave and move away from domestic violence situations as well. Because without a license in those circumstance, living in areas with no transport options, increases the safety risks and people feel that they have become trapped in a cycle that is hard to break or overcome.
- As Government funding KPI's require more evidence of service value. DMT/LDMP's required a newer booking system and DMT was able to achieve a funding grant through MAIB for their new booking/data base. This system tracks the vehicles usage, the learner access to the LDMP and their driving hours, and currency of the licenses for the learners and mentors. Which is how DMT/LDMP's manage consistent and reliable data collection for KPI information in their monthly reporting cycles to the funding body. That DMT collects and collates from the LDMP's and reports to the Department of State Growth.
- We would also like a discussion around how Driver Mentoring Tasmania and the LDMP programs has the capacity to be an alternative model to Keys2Drive moving forward into the future. By this we mean - how it fits within this process under the Australian Automobile Association's Public Policy in Tasmania's
- In the interim we would like to meet and have discussions around sourcing remaining funds under the previous keys2drive budget. With recommendations to start with. Are that learner drivers for example: driving with LDMP's to have access to 2 compulsory private driving lessons as per our public safety focus and that of the Road Safety Advisory Council of Tasmania. That would occur prior to accessing the LDMP program vehicle.
- DMT/LDMP's could book these lessons for the learners on acceptance into an LDMP. With additional funding to do this. Then we would invoice the Government monthly for the payment of the lessons. This provides a structured one stop process for the learners and ensures to the LDMP's that. The learners are ready to drive when a mentor when a mentor is available for them.

- Other funds can be best utilised towards the 70 -80 hour driving mark. With a professional lesson to assess the learner's preparedness for their future driving assessment. This is an additional measure that LDMP's can use as a focus of safety for all road users and the Road Safety Council.
- Covid its impacts as well as the additional 30 hours of Learner driver implemented through the G.L.S. All form part of a realistic big picture view and should be taken into consideration when we are being evaluated on our key performance indicators and program P1 outcomes. However, the world around us keeps moving without it appearing to be reflected in the evaluation process. This funding evaluation needs to be incorporated moving forward. Even if that forms part of being funded under a newer more expansive funding model.
- It is only in the last 5 years that we have had guaranteed funding for longer than 1 year at a time. Our 5 years of guaranteed funding is ending, and we are finding it harder than ever to be given any future funding commitment. This works for us because our outcomes would support the goals of other Government departments like employment and education as well. Sharing our outcomes across a more expansive funding model in collaboration with other Government Departments.
- We have been evaluated and re-evaluated and even with our amazing return on the dollar in comparison to private driving schools. While we can show a higher return on a monetary perspective as well as continuity to a learner's driving skills development as part of that financial return. The comparison of what we provide, to what driving schools can deliver is much higher and offers greater stability in the process. We function with the aim of increasing our P1 license outcomes at every opportunity. Yet this often appears to occur, without a complete acknowledgement of the bigger picture. Including the changes to the G.L.S, Covid and those of the rapid rises to our CPI costs of living under this current economy.
- Under the current funding model - we can pay for our mentors WWVP Card costs and national police check payments for our volunteers. They are covered under the programs auspicing volunteer/mentor insurance, however that does not support additional costs associated with being a volunteer/mentor. We have mentors that drive an hour to and from volunteering. It takes an hour to get to the LDMP vehicle. The mentor provides an hour or more of supervised driving and then they drive an hour home again. If that is not speaking to service delivery and dedicated commitment we do not know what will. During the other LDMP service delivery 7 of our programs drive between 10-30 plus kms to support learner drivers and 7 more programs drive 40 to 40 plus kms to support learner drivers?
- An example: Is that we are not permitted by law to provide financial reimbursements, for remotely located mentor/mentors out of pocket fuel costs under this current funding structure. DMT cannot even raise money, through community events or other community grants for this purpose either. Our LDMP's have limited funding options as well and cannot directly reimburse their mentors even occasionally. Some auspicing bodies can do this, however not all of them. Have access to additional donations or funding for this purpose.
- For the learners on our waiting lists that live in remote regional areas. The ongoing increases such as the continued rise in CPI. That are not passed on in funding agreements, because we no longer have CPI included in our funding package agreements. In turn places a greater burden on the LDMP's ability, to meet service delivery needs to those learners. Or continually increase P1 outcomes as fuel costs eat through the allotted budgets more quickly. DMT has accessed fuel cards at a lower rate on behalf of the LDMP'S.

- However, LDMP's do not have access to Government fuel prices. Mentors are willing to support remote learners. Even though that means time the vehicle is occupied for longer periods of time whilst travelling to from and with the learner and more fuel is expended. Yes that impacts the budget, however those learner drivers need of transport and access/equity are equally valuable in this process. The way our funding is currently allocated means that any and all increases that occur outside of the financial calendar funding year make things much harder. As non-fee for service programs DMT/LDMP cannot access other substantial community grants. Or reimburse mentor costs even if they could access other monies under this structure?
- Our funding should reflect the rising Consumer Price Indexing costs. This last 12 months has shown a vast increase in fuel costs for example as well as, vehicle maintenance, insurances etc. This impacts the capacity of the P1 outcomes that Government uses as key performance indicator to measure DMT/LDMP's value. on funding returns. Rising costs impact service delivery, service growth and the purpose of these programs. Is to always be working towards meeting all those learner license outcome goals across the State equally. The funding we seek is in recognition of the amazing work and growth our programs, have achieved and still have the capacity and capability of achieving beyond what we are at 16 fulltime and 2 fulltime outreach LDMP's in Tasmanian LDMP's.
- Currently we cannot support mentors and volunteer reimbursements beyond Police checks and Working with Vulnerable People Cards as that is considered a breach of our funding agreement. All equitable funding agreements should ideally acknowledge CPI, rising costs of living. As stated earlier, this places more stress on program assets, fuel budgets, learners, and mentors.
- Many/ majority of mentors are retired or on low incomes having already experienced the impacts of Covid -pre-existing health conditions or Covid related health scares. Some are now identifying that they feel at risk of a 2<sup>nd</sup> or 3<sup>rd</sup> dose of covid due to their health conditions. Whilst driving with learner drivers who are more socially active in the community. In turn potentially increasing mentor health risks. No matter how amazing our mentors are and how grateful we and our communities are to them. We cannot expect them to exhaust themselves financially or from a health perspective either.
- There are many cases where the recent rises in the costs of living are creating greater hardship for mentors. Who identify that they want to continue mentoring but that it becoming harder and harder financially? If forced to stop mentoring due to increased living costs they identify that they are struggle with the idea of having to give up mentoring.
- DMT/LDMP's do not currently receive additional funding to provide the 2 compulsory driving lessons. Previously covered under the Keys2Drive program. Accessing money from the Keys2Drive/Plates plus program funding, would enable us to support our eligible learners. With that process, through this money. DMT and the board consider this is a fair and equitable essential conversation for consideration. DMT/LDMP's are not currently funded to pay for or provide compulsory lessons to the learners without the additional assistance to the unused remaining keys2drive plates plus funding.

- As we have stated earlier there is also valuable space here, for more younger aged mentors in the same cohort as the Youth Jobs Strategy target audience. With regards to employment, through volunteering or completing a combination of volunteering and educational skills development placements. However, we do not know at this time, whether Skills Tasmania can contribute to this process, as well.

### Budget & legislation constraints and challenges regarding service delivery:

- We need to repeat the importance to us. As well as our program participants of the future because it is essential to have access to a viable and more expanded equitable funding process. That enables program growth and expansion, to meet identified need. That includes providing us and other service providers that collaborate with us a greater degree of clarity and less risks of funding agreement blocks due to grey areas between community funded programs and services at all State and federal levels. Those ongoing grey areas, keep slowing service delivery and greater potential service outcomes. .
- We need that process to show us, how we can all work together and collaborate. Through clarified and more efficient funding guidelines and obligations.
- As it stands with all the ongoing grey areas and confusion. Valuable time is being lost as we emerge from Covid and work around the rising CPI wherever possible. An example of the grey area here. Is that DMT/LDMP's have tried to engage with, and support Area connect with the goal of supporting employment and education related transport options. In our willingness to partner together with other providers, to grow and expand our program capacity and outcomes.
- We had two meetings with the Area Connect. They advised DMT that because they are paying their drivers, during that down time. They have an issue with them volunteering, during those scheduled paid hours. Even when they do not have anyone to drive anywhere. The second issue is for DMT/LDMP's is, if they (Area Connect did) allow their paid drivers to supervise LDMP learners, whilst being paid that is also an issue for us. This is because, once again it, crosses into the fee for service area. Which is against our funding capacity/obligations. Creating an insurmountable object where there should not be one.
- The grey areas around how we support our mentors, is an issue that needs greater resolution. Tasmanian learner drivers are supported by DMT/LDMP's deserve the kind of funding agreements that allow for and enable us. To support the reimbursement of costs incurred by mentors, volunteering with our programs. Our mentors enable safe skilled learner drivers, to have the opportunity to gain their independence from a transport perspective. While now days many more roles, that may previously have been paid or potential paid employment roles, appear to be becoming filled through the support of volunteers/mentors. We are trying hard to reduce the diminishment of our program mentor numbers.

- Those very same mentors are saving the State millions of dollars, whilst supporting these DMT/LDMP programs and have been since 2011. Our mentors provide a valuable return on funding with on road supervisory. This year alone they have enabled 219 provisional license outcomes to June 30<sup>th</sup>, 2023.
- Removing grey area's to funding. Contributes to more outcomes and for our program's growth. Given mentor contributions and allowing for reasonable reimbursement of mentor costs. Would be a way that the Government can demonstrate their recognition of the value of what volunteers and mentors, give, and share within our communities regularly.
- The above resolution options for addressing some of the grey areas we experience. As well as a review of the current legislation and constraints, which stop organisations and services from collaborating and partnering together. Would be very beneficial. In enabling more young Tasmanians and all Tasmanians, to have adequate access to safe transport options, employment, education, and overall wellbeing wherever possible.
- Our insurance excess costs can be a grey area and are high and harder to sustain each year. Solely due to the fact that we provide driving support to a large number of learners between the ages of 16-25. Insurance companies try to push back creating their own challenges for driving support programs. As realistically while young drivers do have, at fault and no-fault accidents in the course of their driving experiences. That people of all ages have those same types, of accidents and accident-related costs as well?

### The Graduated Licensing System and Road safety....

- Every G.L.S change, which occurs for learner drivers. Has a flow on effect to DMT/LDMP's. An example of this is: The 60% increase of supervisory driving hours that a learner driver now needs to complete as of December 2020. Means that learner drivers are averaging an additional 6 months driving with the LDMP's. Those increases mean that, our learner participation is now taking an average of 18 months of Case management and supervised driving support. Where before it only took 12 months on average to become ready to sit for their P1 assessment.. This is taking the LDMP's longer to match new learners, with mentors in the program vehicles. Our waiting lists numbers are always around the 535 up to 570 per year.
- While we agree with these driving hours and night driving hour inclusions to this process. This impacts the P1 license outcomes anyone can achieve including DMT/LDMP's or driving school who follow the procedures set down in law. However again it often does not appear to, be recognised as part of the evaluation process. Any funding model needs to understand the bigger picture of how changes to the G.L.S. Has, a flow on effect, in the reduction of time in which a learner can safely. Go through 80 hrs and often on average more than 80 hrs of driving skill development to become a safe provisional P1 license holder.
- The 15-hour night driving requirement, which is not assessed during the Provisional license. Is currently a difficult achievement. A few programs like MRC North have chosen to access, migrant resources to pay for that driving support. Due to a reluctance of mentors committing to night driving. Other programs identify that is the time mentor availability becomes a

challenge as well. Minimal mentors are able to commit to the night driving requirements. Due to health and the lateness of the driving hours for the 6 months of daylight savings. Where to complete the night driving in accordance with guidelines. Can mean a supervised session cannot start until around 9 pm ish.

- With LDMP supervision there is an equal and consistent focus on 80 hours of driving hour requirements for all learners. Why is that the first 10 45–50-minute driving lessons counts as 2 for 1 and equal 10 hours of driving towards the P1 license. The are two issues here. Other learners must drive for 1 hour to reduce their hourly driving requirements. Yet driving schools, if they follow this process would require their learner drivers s to have more than 80 driving lessons? Also how is this equitable for all learner drivers. Given many learners, cannot afford 5 private driving lessons with a private driving school? That is an un-equitable process. With driving school learners required to complete over 70 plus lessons to make up the equivalent of the required 80 hours of driving time. That's 10 or more hours depending on if the lessons are 10-15 mins shorter than 1 hour of driving. Costing around \$8500 approx. well upwards for full driving school P1 related licensing per learner fully dependent on a driving school?
- When the latest G.L. S changes occurred for learner drivers. These changes increase the time it takes that average learner driver reliant on LDMP or paid driving school support due to the costs involved from around 12 months in the program vehicles to up to 18 months? Looking at the Learner drivers needs and Case management support whilst in our LDMP's. Learners average a need for 5- 10 additional supervised driving lessons and at least 2 attempts at passing their P1 license. This is not just LDMP learner drivers experiencing this.

### The Loss of Keys2drive to the LDMP'S and Tasmanian learners as a whole

- The loss of Keys2drive is having a significant impact and flow on effect in all of our 16 fulltime and 2 outreach LDMP programs across Tasmania. As part of our commitment to the safety of our learners, our valuable amazing mentors. As well as Tasmanian Road user community. All learners entering an LDMP must not only have a current Learner license but also have completed a minimum of 2 professional driving lessons as well. Adhering to ideals of the “towards zero” road safety campaign.
- If a learner cannot raise the money for 2 professional driving lessons prior to entering an LDMP. Or the LDMP auspicing body cannot assist the learner with these 2 lessons and Workforce Australia, advises a learner driver that they do not qualify for this assistance. Then the learner drivers, learning driving experience stalls. All learners entering an LDMP must not only have a current Learner license, as well also having completed 2 professional driving lessons. This if to ensure the safety to all Tasmanians, including our mentors.
- We have already mentioned the reasoning behind how our insurance providers determine our excess costs across our LDMP's.

## Covid impacts on DMT/LDMP'S

- Covid has led to a large drop in mentor numbers across our programs of an average of 32%. Covid is still a real service delivery challenge across the many services we speak with weekly. Some mentors are, also identifying concerns of driving with the more socially active mentors they support or will support through program driving supervision. As numbers of those people including from the 16–25-year-old cohort. Are either not yet vaccinated or do not wear masks outside of the programs. This combined with the rapidly rising cost of living are impacting our programs. Some mentors drive 149 hours a year or more, especially with the reduction of mentor numbers across the communities and LDMP's following Covid's emergence.
- Programs see this as do DMT, through their on-road monthly hours and P1 license outcomes as part of the bigger picture. Which all services and organisations reliant on the support of volunteers must have or be experiencing. As the concern around health and safety is still in the minds of many people even now in October 2023. Both issues currently contributing to the P1 license outcomes in the last 3 plus years. The risk of losing more of our current dedicated and passionate skilled mentors remains an area we are working within.
- When these changes occurred DMT & the LDMP's were coming out of Covid and had experienced the loss of a significant number of mentors due to Covid. DMT & the LDMP's understand the loss of these skilled mentors reduces the programs' ability to provide valuable support to our communities. . Mentors are identifying it can be a combination of either one or both of these concerns. That is applying pressure to their ability to continue mentoring. We are advised this leaves them feeling down and impacts their wellbeing. As they often do not want to stop mentoring, but as they cannot be reimbursed for fuel etc. as well. They do not feel they have an alternative. Many advise our programs, that they are already making cutbacks to their own living to still be volunteering/mentoring now.

## The grey areas across funding obligations and agreements with other service providers

- Including the following providers i.e., Workforce Australia and Area Connect. DMT/LDMP's learner drivers have recently been impacted again regarding NDIS directives, we have quite a few mentors that were supporting both NDIS learner drivers as well as LDMP waiting list learner drivers. Who have now been directed through the NDIS to cease driving as mentors? As it appears some NDIS providers were charging the NDIS and NDIS clients for providing that free LDMP support? Without the knowledge of the programs, who were of the understanding this mentoring was occurring outside of work hours. Therefore, due to these circumstances for many of learner drivers, learning to drive process has stalled. Due to a lack of replacement mentors. At this time.
- One reason for that includes. Program Coordinators are unable provide paid supervision, even temporarily. During work hours to boost any sudden drop in mentor numbers due to illness or cancelled driving supervisory sessions etc.. As once again this becomes a fee for service cross-over. If the Coordinator does this to avoid the learner driver, being rescheduled when another



mentor and learner cannot be allocated to the vehicles at short notice. Unless they are volunteering outside of their paid driving hours. Which many of them do due to their commitment and dedication in a bid to give learner drivers the opportunity to get into the programs vehicles and to reduce their learner driver waiting lists.

- As mentioned earlier Area Connect, advised us it's a grey area for them to allow paid drivers funded by them (via CTST) that have no work. In the 3-hour period of time that these workers are scheduled to drive people to and from work. As mentors with the LDMP's. Yet another hurdle that creates a fee for service crossover challenges for DMT/LDMP's as well.
- Even though the support of these Area Connect drivers. Would create a wider transport network for people that are unable to drive or do not have transport. To get to and from work or could education. Via access to the LDMP program vehicles.
- An example: this week DMT received a call from a previous C.T.S.T. client who was advised due to a loss of funding. That they no longer get to and from work with C.T.S.T.. The caller is around 20 yrs of age and while they live at home. As well as has a healthcare card. Both parents' vehicles are manuals and work at least casually, the learner identified that they experience anxiety advised DMT that learning to drive in a manual vehicle was not suitable. While she had also been directed to contact Area Connect. The uncertainty of ending up without a service to get her to and from either employment or education. Was creating more anxiety related concerns for them. Due to their waiting lists. However, areas or potential fee for service cross overs impact some/many potential learner drivers.
- DMT cannot allow any person to enter the LDMP support, if they work over 20 hours a week even with a healthcare card, and they have access to two supports from parents/friends and family with transport. Under our agreement. The caller advised they could not afford paid lessons and felt less anxious about learning to drive in an automatic vehicle.
- Some of our Coordinators, are working additional hours outside of their paid hours. To raise money for their now unfunded manual vehicles. As well as additional for the marketing/promotion for their programs and also as part of additional mentor recruitment activities.
- Beyond the mentor recruitment and promotion that DMT, also does on behalf of the LDM Programs. A loss of funding for the manual vehicles, reduces employment opportunity outcomes for learners that must have a manual license to work for any company. This is a very real experience for many tradespeople or workplace trainees on lower living wages. Especially now with the rising cost of living that is also impacting the lives of Tasmanian's trying to get to or from
- Other grey areas around unfunded manual vehicles are some. 16 -25-year old's and other variously aged learner drivers. May be part of family or support cohorts that only have manual licensed vehicles. So, they come to the LDMP's as once their driving. The only vehicle that will be available to them is a manual vehicle. They may have a partner already on a P1 license already with a manual vehicle, that cannot supervise their driving? Low income living often does not allow people to go out and purchase a different vehicle to overcome this challenge either.

## Mentor employment/education outcomes and increased benefit of mentoring skills. Associated with DMT & Learner Driver Mentoring Tasmania include:

- One of the DMT/LDMP outcomes that is often not recognised with LDMP mentoring and volunteering. Are the mentors that go onto gain employment as a result of being a part of the LDMP mentoring process. Which occurs as a result of increased transferrable skills. For example: demonstrating , proven reliability, planning, organisation, the use, and increased knowledge of IT devices, (i.e., booking systems, self-esteem, confidence, communication, advocacy, and community engagement skills developed while supervising learner drivers. This combined with current police checks and working with vulnerable people cards shows that they are work ready.
- 2 mentors have gone on to work with RACT North as driving instructors and one mentor will still help out with the LDMP that gave them that start when needed. Other mentors in the North and South have opened driving schools and employing not only themselves, but others as well. In the South 3 mentors have gone on to work with RACT and others have also opened driving schools.
- DMT has received calls for around 20 other mentors. Who were being offered employment as part of the reference checking process? Some of those people have gained work through Neighbourhood houses in their local communities. There are no doubt countless others both mentors and learners. Who do not need a reference directly from us? That have also gained employment as a result of mentoring or having a P1 license . We have also been advised of learner drivers that needed to go from a motorbike license for example: To a manual vehicle license to keep casual work with a dairy farm. Who then received more work as they were more employable with a manual license? By being able to operate other work-related equipment. If a learner cannot manage this process they can either stay in casual intermittent employment. Or the employer can find someone else whose skills are more adaptable?
- Mentors have also gone on to participate in education courses, to develop skills for employment. Realising whilst mentoring that they do have transferrable skills and knowledge that can be applied to careers and employment as well. The other valuable information DMT/LDMP's does not necessarily, have access too is how many of those mentors had any employment history at all prior to mentoring.
- Where driving schools often advise us they drive in the more built-up local area's during the day and at night. Our submission writer was recently advised of a driving school were the learner drivers drive with one or more driving instructors. Over and over the P1 assessment route in that area to develop the P1 assessment pass rate? Then their instructor colleague will take the learner through their P1 assessment? The learners understanding was that this should make passing their1 license assessment much faster and less stressful? Here in lies a potentially inherent danger. Of learner drivers being so focused on only developing the skills required to pass an assessment and entering our roadways. Without having a wider driving knowledge. Including the opportunities for day and night driving in all road conditions, in both rural, regional and suburban areas.
- Our mentors and program Coordinators, receive information regarding the road rule updates and changes to Tasmanian road rules from DMT as DMT, receives them. They then pass this information/knowledge onto their programs mentors. The mentors pass that information on to the learner drivers they are supporting. In the supervisory driving sessions. To ensure that the learners have this knowledge and understand these changes prior to their next drive with the mentors. Our mentors are amazing. They build relationships that support the learners

driving skills . They often identify any referrals for additional support that the learner may require while driving. Due to the overall consistency of supervisory support they provide to the learner drivers. They also share their skills, knowledge, and insight around local community services to learners and especially new Tasmanians whilst driving. Whilst enabling the creation of opportunity and opportunities for learner drivers in so many other areas the of value as well. Our mentors also exceed any immediate minimised monetary value, through this service delivery passion and commitment.

- For example, currently a majority of our mentors are retired or on low incomes having already experienced the impacts of Covid -pre-existing health conditions or Covid related health scares. As we have previously stated, there are a growing rise in the number of mentors impacted by the rapidly rising costs of living. These mentors are among the many in our communities. Who identify that they want to continue mentoring, however it is becoming harder and harder to do that financially? If forced to stop mentoring due to increased living costs they identify that they are struggle with the idea of having to give up mentoring.
- Mentoring is a two-way street as it gives the mentor purpose and companionship filling hours of their days positively.

### How we support the job seekers who are learner drivers – program stats & demand for service.

- As stated in this submission we have the additional learner employment/education outcomes directly associated with being a DMT & Learner Driver Mentoring Tasmania and gaining a provisional driver's license. As part of our P1 KPI's and outcomes aims. We carefully match learners and mentors, where the mentors can complement the driving support needs of the learners. Many of our mentors that have supported learners with anxiety. This gives them insight and an awareness. Of how to approach the learning process to those learner drivers.
- This process and knowledge support the mentor to work with the learner driver to build their confidence steadily during the learning to drive process. Along also potentially, the way also building confidence and increased communication skills while driving continually for most of that time with the one supervisory mentor as well. We receive feedback from younger learner drivers and families about how this experience has added to their lives. How mentors have helped shaped futures in our Learner Driver Mentor Programs.
- For the many learner drivers identifying anxiety as a health condition. They advise us how much value there is in being matched to, a mentor and being able to keep driving with that mentor until the 60 -70-hour mark. Enabling the learner to progress their driving skills to a level, without feeling judgement or that, the process of learning to drive with anxiety means that it will be an unaffordable one for them . At this time, we do work with the learner at their needs level to introduce at least in preparation for driving with a driving assessor. This is not a rushed process, and the aim is for all learners to be a safe skilled confident learner driver rather than just getting a P1 outcome that produces unsafe P1 driver lacking confidence.

- Many of our learners come to us to with the purpose and goal of gaining a license to find employment or to attend further education. Including because they have been offered employment if they can get a license. Learner drivers will identify that without a license that this is often not possible, or their overall wellbeing is impacted by isolation, lack of transport and not having a license. As well as experiencing low living conditions/ without previous hope of overcoming those conditions.
- Other's learner drivers come to us and identify that while they may have irregular casual work. They cannot progress to fulltime or permanent part time employment because they cannot drive. Or because their goal is to complete a traineeship or apprenticeship and requires them to hold a manual license, to achieve those goals.
- As we have previously stated above and cannot reiterate too often. Many learner drivers including those in the 16–25-year-old cohorts. Need to have a manual license. Due to the specialised equipment, they will be required to operate with the skills of being manual licensed drivers. Across industries that rely on employing people with manual licenses i.e., forestry, farming, agriculture as well as transport, heavy transport, construction, and aquaculture to name a few of those sectors. As well as many support workers and carers in other sectors.
- Many learners have identified that they experience isolation without a license. Often advising us that this is compounded when the areas they live in have limited private and public transport or no transport? Learners have identified having to move away from family and other support, due to a lack of transport related issues. Some of these learners identify, that experiencing a loss of support in having to move away to be closer to services. Is also potentially stressful, especially when younger, when experiencing anxiety, any health-related concerns, having small children, being single parent are a few of those potential experiences. People have without family or community access and support.
- Young learner drivers have identified their self-esteem, confidence, anxiety, mental health and in many cases overall health and wellbeing is impacted by feeling these transport limitations create for them until they can get their P1 license? Without DMT/LDMP's this would not change in these cases. As affordability and access to driving support form a large part of overcoming these barriers. Whilst DMT/LDMP's are providing a service that makes it possible for learner drivers of all ages to access a reliable supervisory mentor and LDMP program for driving support. That includes the DMT inducted mentor, who also receives, regular mentor training and upskilling in addition to that induction from a previous experienced State Growth Driving assessor as well as DMT. We know we are working towards a service delivery model that has a whole person safety focus as well.
- Wherever possible our LDMP's also operate in areas that either no or few driving schools are willing to travel too. Or when driving schools are willing to travel to those longer distances the cost is too high and the learner cannot maintain regular driving lessons at those costs. If a learner could find a driving school willing to travel that distance the average costs for 45–50-minute lesson can be up to \$200 a lesson. Which is not affordable to low-income recipient? Further creating the risk of driving unlicensed between those intermittent driving lesson opportunities.
- As stated the duality of DMT/LDMP's service is. That we are not only working, to give people access and equity to the development of a driver's license. We are enabling them to be safe skilled licensed drivers where otherwise they may not be. Including the more remote regional locations and who are even more likely to be without access to regular affordable driving

supervision? For every learner driver without a P1 license and driving skills development opportunities. The risks associated with driving unlicensed and in driving in desperation of being able to access services. Not only could be likely to maintain or obtain employment or education opportunities. They can also become the road statistics and road safety risks.

- Some of our mentors drive an hour each way to learner drivers. As well as providing an hours supervised driving to the learner. (Otherwise, those learners) who are cut off by the lack of transportation in their area. Could easily be tempted to drive unlicensed and unskilled injuring or killing themselves and others and becoming the wrong kind of road statistic. We and our learners are grateful to all our mentors, including these mentors who give so much.

### Summing up the value our amazing mentors add to their communities while supporting their fellow Tasmanians.

- To June 30<sup>th</sup> 2022/2023 Our mentors have and continue to provide a valuable return on funding with 18,946 hours and above on road supervisory driving sessions to our learner drivers. Which at the current Government calculation of mentoring/volunteering @ \$30 per hour is \$568,380.00 dollars. In comparison and through research we can approximate that the average private driving schools would cost around \$1.5 million. To provide 18,946 supervised driving hours. With an average driving school cost of between \$75 & \$88.00 45-50-minute driving lesson.
- In 2022-2023 DMT/LDMPs provided 219 P1 licenses outcomes and for the same financial benefits, private driving schools would average approximately between 122 -133 P1 licenses.
- Our mentors provide our learner drivers with continuity during the supervisory driving phase. As we have demonstrated. The first 60 hours our learners generally drive with the same mentors. Unless a mentor is on holidays, and this is agreed prior to placing a new learner with another mentor. At the 60 hours mark the aim is to have a learner whose driving skills should be progressing continuously and is able to drive with 2-3 different mentors by the time they are ready for the P1 license assessment. The savings and outcomes our mentors provide to their Tasmanian communities is and continue to be extensive.
- Many mentors' complete night driving, understanding the associated safety risks involved with both the Tasmanian wildlife and the possibilities of driving in fog and inclement weather conditions that can come on quickly. Including driving with learners in the more remote wider LDMP outreach areas as well. Some of our LDMP's can attest to having experiences of these risks. While not all mentors can commit to night driving. It is important to remember that the LDMP mentors, that do commitment to night driving often have families they could be home with. As well as provide in-depth supervised night driving experience for the learner drivers receiving that support.
- DMT/LDMP mentors complete an application process to drive with an LDMP and provide the initial mentor induction on road rules and supporting learners. The mentors must provide referees to mentor and provide a minimum of 2 nonfamily members as referees. Our mentors must continually hold a Working with Vulnerable People's Card. As well as have a clean driving history, for the past 2 years to be able to pass a police-check regularly as required by law. Whilst driving with our programs. The LDMP's can support mentors by paying these costs. During their time as mentors, all of these safety checks continue and must be renewed. So that the mentor to be able to continue driving with an LDMP. By the time our mentors

complete a DMT LDMP driving induction, many have ironed out a few driving confusions of their own and in some cases approach driving on our roads a little differently. Because road rules they did not feel clear on have been clarified. So, it's not only potentially ongoing numbers of safer learner driver, but road users of all ages and life experiences. As once the mentor has that increased knowledge. Their friends, families and acquaintance generally do as well. Our mentors receive mentor recognition lunches and BBQ's and the auspicing bodies for the LDMP's also invite volunteers/mentors to recognition events as a thank you for their amazing contributions to their communities. As an acknowledgement of their contributions and support we provide yearly mentor recognition certificates. We have also had some mentor supporting the DMT board as well, providing insight and experience as mentors in our programs. .

- Mentors mean these programs are possible. Mentors create hope and opportunity through their driving support. As we have previously stated, if a learner has no options but to get a driving license through private driving lessons, they may choose to risk driving unlicensed and unskilled and give up on having/holding a license in the foreseeable future. We know this as learners in some programs have previously advised us that they have driven unlicensed in frustration and desperation.
- Our mentors are providing a wider more continuous supervisory driving support to the program learners. They also receive training a minimum of twice a year following their DMT induction and at times at the people that identify a need for other learner referrals. We operate in many areas there are few or no driving schools or learners advise us driving schools will not come without considerable additional costs involved. Due to the commitment our valuable mentors bring to our DMT/LDMP's. Who willing support night driving. This can be up to an hour each way of back to the LDMP base, on top of the learner's minimum 1 hr driving support. That makes for a long mentoring experience.
- If you cannot develop employability skills, or gain employment, and you live in areas where it is hard to access services. The likelihood of poverty related living experience can and does quickly impact the lives of everyone in that household. Potentially including future generations of Tasmanians.
- Without our programs and our mentors do works towards reducing those situations. Mentoring the learner drivers in the LDMP's creates access to those learners for potentially improved life related opportunities. In the process of gaining a license and being able to access - those of employment and education. Which in turn creates those opportunities for the rest of the household. All essential fundamental needs and human rights.

**DMT has built a variety of partnerships and ongoing networks, whilst meetings with these and other organisations.**

- DMT's State Coordinator, continually active in his work and efforts to build networks in support of expanding and promoting the value and importance as well as mentor recruitment. For the Learner Driver Mentor Programs in Tasmania. Our Learner Driver Mentor Programs in Tasmania achievements. Are recognised Interstate and overseas program, with Learner driver program representatives coming to Tasmania to meet with DMT. For both advice and a greater understanding of how and why our LDMP's are, as successful in the outcomes and service delivery that they are to date .

- Which include, the Learner license Assistance Programs (LLAP), State Growth driving assessors. Additional State Growth Client support assessment services , Road Safety Advisory Council. Many ongoing Workforce Australia employment service providers, Area Connect who are linked to Community Transport Services Tasmania. The Tasmanian Leaders group, Lions, Rotary, RACT, Community service providers, The Tasmanian Master builders on behalf of apprentices/gaining their licenses, private employers i.e., Education providers, Ynot, Archdiocese of the Anglican and Catholic services including Catholic-care,, Charitable organisations, MP's, politicians, Government departments, Kinetic bus services, Victorian roads and transport for their LDMP modelling, - Vicroads, Queensland Cars- Q-cars, New Zealand LDMP who wanted to model their program. Some driving schools, The Australian Driver Trainer Association, (ADTA). 26ten, Literacy support services, As well as private recruitment companies
- All of the partnerships that DMT has built and continues to build and develop on behalf of the LDMP's include referrals services in support of the learner driver driving support needs. Include those that have been identified as beneficial, in the process of working towards and gaining a P1 license. The Case management aspect of community organisation referrals- Enables DMT/LDMP's to provide a whole person-centred service delivery, approach. To both the learner drivers and our mentors.
- The LLAP programs refer a minimum 10 learners directly through Kim Smith to DMT/LDMP's monthly and DMT and the LDMP's refer potential learners applying to enter an LDMP that have not yet gotten their learners license back to the LLAP programs as well. RSAC – for reporting processes as well as keeping up to date with road rule changes and licensing requirements, this information is immediately passed on to our LDMP's, their mentors and learners.
- Department of State Growth's driver assessor support, which is still ongoing to this day. Even though the assessment process is largely a privatised private driving school instructor-based assessment now? Who also provides support alongside DMT with mentor upskilling twice yearly at a minimum! Department of State Growth's Client support assessments. For learners that require additional driving assessment and support. After having had additional private driving school lessons and other support referrals. To give learners the best possible opportunity to safely succeed as licensed drivers. On a rare occasion not, everyone is safely able to gain a driver's license. These services work to ensure the safety of the learner drivers and everyone else.
- Literacy support services for reading road signs/maps, EAL – English as a second language -translation and interpreter services. Health related services, Health, and medical support assessments. Relevant community service providers. Jobseekers for support re. Workforce Australia employment service providers, Referrals for additional private driving school assessments as needed.
- As we have advised you earlier in this submission application. How we deliver our valuable and essential program support to all Tasmanians including a large 16–25-year-old cohort. Along with the required outcomes that we provide directly as P1 provisional license outcomes/driving safety and all additional employment and education outcomes. Are dependent on both a flexible guaranteed funding process with CPI inclusions. As well as in conjunction with our LDMP's Coordinators and supervisory mentors. So, we are including some de identified snippets of their feedback obtained voluntarily by programs during and after the learner driver has succeeded in safely developing the skills and have become P1 provisionally licensed drivers. At the very end of the submission to you.

### What driving schools advise they can and do offer learner drivers:

- 45–50-minute driving lessons ranging in cost between \$75 and \$88 dollars per hour. As well as additional costs to hire a vehicle for a P1 assessment and pre- assessment lessons. For example, RACT charges \$88 for a 50-minute driving lesson and an additional \$185 per P1 assessment for the assessment process including vehicle hire and a pre assessment driving lesson. ( LDMP participants use program vehicles in the assessment process)
- Some advised if they provide regional driving lessons and night driving there are additional night driving costs. Some driving schools advise learners. That they need to come to more, suburban areas for night driving lessons that will generally be completed in more well-lit suburban areas of the community. That they cannot guarantee the provision of weather driving experiences. Outside of any weather event that occurs during a paid driving lesson. I.e., driving in rain if it is raining when the lesson is booked.
- Some driving schools advised that learner drivers will only receive country driving experienced if the learner is lives in a regional country area, that the driving school will drive too or is based on. Some private driving schools advise, they do not or are reluctant to complete night driving and night driving in regional areas. Due to time, distances etc. In addition the cost of Private driving schools providing a more limited service to learner drivers charge \$85-\$90 an hour for 45–50-minute lessons are calculated on a minimum base level of \$50 an hour by the Government. This is reducing the average cost of a complete P1 license learner driver process. Down to a minimum of approximately \$8,170. For a learner driver who has no options but to get a driving license through private driving lessons. Increasing the risk of unlicensed and unskilled. Drivers on our roadways potentially adding to accident, injury, and fatality numbers for Tasmania.
- Whereas mentors provide continuity generally however this can change with night driving which can be left until the final 30 hours of driving outside of daylight savings. Mentors save the Government multiple millions of dollars for programs like these over for example a decade. Yet our mentors are only acknowledged financially and calculated at a dollar value of \$30 dollars per hour. In many cases our mentors are providing more than basic supervisory driving support. As they extend the range of driving experiences a learner gets to incorporate country and city/suburban driving across night and daylight hours. Long distances, as well as multiple weather conditions. For longer periods of those driving experiences.



### DMT & LDMP mentor, learner, and community feedback:

- **Leaving the literacy of those feedback comments. As it has it was provided to us as a true reflection of that information.**

C – Thank you everyone, I couldn't have done it without you. K – Thank you again for all your time and effort you all gave me to get this far, can't thank you all enough

M – Thank you so much to our Coordinator, L for all your help and what you did to help me get a licence. Thank you, everyone & a big thank to mentor "J" for taking me for my driving lessons. I wouldn't have done it without you. U - Thank you to our Coordinator for all her patience and help and thank you to Frank for helping me get my licence. A – Angels in Disguise 7. JB – You guys are amazing, don't know what our community would do without you all. I got my licence with the help of you guys and mentor a couple of years ago and I have just gone onto fully licenced earlier this month, awesome work guys. J: It was Brilliant. H/Mentor: Well, done everyone. Congratulations to mentors K and F, well done. This driving program at the Community House continues to kick goal after goal for the young people to help them get mobile, well done to mentors K & F, another safe and well-trained driver on our roads. I feel confident that we are giving the young people a positive start to their mobility, opening up careers opportunity's- MW

Learner feedback: "I cannot thank \*mentor name\* enough for the support over the past year, i really.. legitimately could never had got my licence without him or this program" "Thank you so much for letting me be in the program it's really given me something to look forward to each week and I can't wait to get my licence". Mentor feedback: "I absolutely love it, it really, really does give you something to look forward to" "Mentoring is so important, i'm glad to be able to help so many people [get their P plates]" "Once you jump in and do it, it is really very enjoyable, you just get to sit back, relax and teach the new generation. It's something quite special really" "Oh yeah mate, I absolutely love it - hell I wouldn't do it if I didn't love it, ya' know?"

As mentors we want the people that fund us to know the learners and mentors are very happy with the LDMP and the support they provide. Thank you for all the time and effort taken to coordinate all the driving session that I had over the last two years! I know it wasn't easy to try and invite students to fill up last minute slots of cancellations!

Students like me have benefitted so much because "you" are there for us! Words cannot express the gratitude I have for what you have done! I still cannot believe that I passed my test! It's an amazing program to help students like me and it takes a person like you to coordinate the program! Well, done!" A 23/6/23 said on a thank you card.

Our Mentors love mentoring so much and are not happy campers whence they cannot drive (surgery etc). I love the way the Mentors and Learners build a relationship over the course of their journey, and it is wonderful to see the end result, that lovely red P plate.

From learners and mentors - The little things are the big things: I never thought I would be able to drive in Hobart and look at me go. I love being able to drive my children to school when it is raining I was able to drive my family to a birthday party - if I could not have driven them, we would not have been able to go

My boss gave me the apprenticeship I was after as I told him I was in the Learner driving program Thank you for giving me the confidence to be able to learn to drive, I never thought I would be able to drive on my own and have my own car. Please tell the money people Thank you from the bottom of my heart.

Family of 2 LDMP participants experiencing neurodiversity provided feedback about the improvements of increased confidence and independence in the learner drivers.

Identified by LDMP participants in their early 20's experiencing who advised they came from a place of apathy, about their driving who are now very committed and enthusiastic about getting their P's.

From a learner who obtained his P early this year, that was homeless. This impacted his ability to reintegrate into society and now has a job on the mainland and security thanks to having his licence.

From a mentor with an understanding of neuro diversity support needs. He identifies his involvement in the program has helped him with his own self-esteem. Where he is now asking to support other learners with complex due to the confidence in his own mentoring skills.

Burnie is the next closest town and is just over an hour quarter away making our participants isolated in our rural area. alongside this the local police have reported a higher number of unlicensed drivers on our roads due to desperation of needing to get somewhere but not having anyone to assist them with driving hours. our wait lists are quite long and we have new people each week requesting to join the program however due to short numbers in mentors we have had to reach out to churches, men's groups, put ads in newspapers, flyers in every shop window from here all along the coast in hopes of finding new mentors however it is apparent that we need to be able to fund incentives for people to join as a volunteer mentor

Instead of one learner each week I now have two (plus the occasional casual extra ) But more people also means more changes to our schedule/s - and I suspect that is the hardest part of your role – keeping up with who wants to do what/when, and keeping everyone else” informed”.. But I get more from the program because of that engagement. keep up the good work.

7/25/2023 - H Learner "Hey, this driving program has made me get extremely close to my goals and I appreciate it. You were lovely to talk to about this and I always feel comfortable talking to you about the drivers and the stuff that happens with them.."

7/31/2023 Learner "Hi About the program. I personally think that this program has already changed my life for the better. Not to mention future possibilities of jobs. Getting my license would've cost thousands of dollars that I don't have! Mentor C is pretty great as a mentor and I'm very thankful for the time and services of this LDMP and mentor C.

- " I have been in this LDM-program for 10 years. Having contributed to the outcomes of 43 names of P1 licenses and previously many L2 Licenses as well. As a mentor. It's very satisfying to see someone go from a beginner to a confident safe driver.
- I thank you everyone and especially my mentor I had a great time, spent doing my 80 hours of driving hours to gain my P's, it was a pleasure to spend the time with you.
- It was lovely to learn and drive the LDMP vehicle
- This LDMP has done a marvellous job of supporting the people that need there hours done for their driving hours I thank you all and keep up the great work.
- Hello, I wanted to let you know that I passed the test. So I'm very please about that. I want to say a Huge Thankyou to everyone in the program for the support everyone provides for drivers such as myself. I wouldn't have been able to pass today if it weren't for you guys. So Thankyou Very Much, everyone is doing a fantastic effort. Please Thank all the Mentors on my behalf and let them know I really appreciate their time and dedication to help us get our licences.
- Previously - As a Learner Driver this participant. Began to drive with the LDMP on the Coast of Tasmania. They advised the LDMP> That they were experiencing some life difficulties; their living conditions were very basic. Their accommodation did not give them access to basic essential needs i.e., There no shower, cooking means like a stove, or washing machine etc. and they were experiencing social anxiety which was impacting daily life. 3 years on DMT was advised, that that Learner Driver was driving, holding a license and that they were employed by an East Coast Community Service supporting others and also studying for a Cert IV qualification.

- I am very glad to have this opportunity to say something about my past, present and future through L2P NSCC, Dover Street, Mowbray. When I had no car driver's licence, I could not go to my survival job and was having trouble to meet with family and friends. I was spending a very miserable life without a driver's licence. After getting my licence I got a regular job and succeeded to buy a house for permanent settlement with family.
- My family members and community members encouraged me to drive a vehicle. L2P NSCC mentor volunteer and staff are very friendly and helpful. They used to ask about family, life and intention in a positive mood. The benefits of driving a car are to visit places, meet the people frequently, reduce time and be punctual.
- The benefit with the community is to know the information of the various sources, like community activity, work, health, and government policy. In the future I want to work and look after family and friends, keep contact with government, local organisations and obey the country regulations. 05/10/2021
- Good News story:1 - We are very happy one of our long-time learners has now passed her "P" driver licence. She has been with our L2P program since 27<sup>th</sup> February 2017. Although she tried many times to get her licence, she was often very nervous and scared to drive. However, with our support she kept trying and finally she succeeded.
- Good News Story:2 – Due to English language barriers, some people have difficulty learning to drive in Tasmania. So, the L2P programme at Northern Suburbs Community Centre organised a Driver Mentor Training Workshop on Saturday 18<sup>th</sup> March 2023 with Kim Smith. Eighteen people participated in this workshop. This workshop was really helpful for mentors to understand how to effectively support non-English background learner drivers. Workshop videos also helped learner drivers to clearly understand and implement road rules.
- Good News Story:3 – We are excited because 23 learners from the L2P Northern Suburbs Community Centre program passed their provisional driver licence between 1<sup>st</sup> July 2022 and 29<sup>th</sup> March 2023.
- Good News Story:4 - Recently we have accepted some new mentors from different communities to volunteer in our L2P program. These bilingual mentors can help the L2P learners from Burmese, Bhutanese, and Sudanese backgrounds.

#### Testimonial for DMT - Provided earlier in 2023 – Trish O'Duffy in the Manager of a Neighbourhood House auspicing a Learner Driver Mentor Program in Tasmania's North

On behalf of the Board of Management, team and staff of Northern Suburbs Community Centre (NSCC) I am thrilled to provide a heartfelt testimonial for an exceptional organisation that has made tremendous strides in improving road safety and reducing injuries and harm in our community through their remarkable driver mentor program. Their unwavering dedication and commitment to supporting communities empower learners with essential skills and knowledge have resulted in a significant positive impact on our roads and the well-being of our community.

Since the very beginning of our involvement with Driver Mentoring Tasmania (DMT) in 2013 they have demonstrated an unparalleled passion for community and ensuring road safety. Garry O'Byrne, DMT coordinator has tirelessly advocated for support for learners and their mentors and provided access to education and increasing community awareness. We can attest that DMT have successfully created a culture of safety and responsibility within our community. The driver mentor program is truly a game-changer when it comes to promoting safe driving practices. By pairing experienced and responsible drivers with those who are in need of guidance, they have created a supportive and educational environment that fosters responsible behaviour behind the wheel.

One of the greatest strengths of this program is its personalized approach. Each driver is provided with a mentor who takes the time to understand their strengths, weaknesses, and specific areas of improvement. Through one-on-one interactions, the mentors offer constructive feedback, guidance, and practical tips to help drivers develop safer habits and make better decisions on the road.

The impact of our mentorship program funded through DMT extends beyond individual learners. By instilling a strong sense of responsibility and accountability, our volunteer mentors help create a ripple effect within our community. The learner drivers who benefit from the program not only improve their own skills but also become ambassadors of safe driving, spreading awareness, and influencing others to adopt safer behaviours. And volunteer mentors also gain a sense of pride and accomplishment from their efforts.

DMT also places a strong emphasis on education and training. Garry continuously supports Learner Driver Mentor Program coordinators to organize workshops and training sessions that cover a wide range of topics, including defensive driving techniques, traffic laws, and the importance of maintaining vehicles. By equipping volunteer mentors with comprehensive knowledge, they empower them to support their learners make informed decisions that prioritise safety.

NSCC is truly grateful for the dedication and commitment of Garry O'Byrne and the team at DMT. The Learner Driver Mentor Program have undoubtedly made our roads safer and our communities stronger. They have empowered people to live full lives by having access to full licence thereby enabling participants to have access to social activities and gain employment opportunities that may have otherwise not being open to them. DMT team are quite inspiration as they demonstrate their dedication to importance of responsible driving and the power of mentorship in creating positive change. I wholeheartedly commend them for their exceptional work in improving road safety and reducing harm in our community.

**Also provided earlier in 2023 ( Kim Smith operates LLAPS ( Learner license assistance programs). - Testimonial support documentation for Driver Mentoring Tasmania**

I have been involved previously as a Police Officer on Country Stations in undertaking the testing of young drivers for their Provisional driver's licence, as well as in retirement, providing training and testing for people to get their Learner's licence. During that time, I have witnessed the huge social, regulatory, and statutory changes that have taken place.

I have trained over 1400 people to assist them to learn the road rules to obtain their learner's licence, as well as producing videos and other resources to accommodate those with literacy and learning spectrum issues.

With all these things in mind and the experiences of what used to happen and the changes since, I want to provide my total support and this testimonial to the valued work of Driver Mentoring Tasmania and Mr Garry O'Byrne their coordinator.

Having also previously worked in Police and Community Youth Clubs during my career, I have an appreciation of the issues and needs of young people from disadvantaged and low-income families. This is where DMT, has filled a huge gap to provide a much-needed service, training and support mechanism for these people from all walks of life to be able to achieve one of the most important goals in their lives, to get a provisional driver's licence.

Driver Mentoring Tasmania (DMT) is a unique organisation in Tasmania, providing a valuable service to needy people throughout the State, to not only obtain their Provisional Driver's Licence, but to be properly and safely trained in the road rules as well as the driving responsibilities as a Novice driver.

Many participants come from lower socio-economic and underprivileged backgrounds, but through the auspices of the coordinator and highly trained volunteer mentors, they are given access to the highly suitable DMT vehicles under competent instruction. Without this access to vehicles and mentors, many would end up driving un-licenced and in unregistered vehicles, prone to ending up in the Justice System. In gaining the support and training through DMT, participants are able to afford to undertake the 80 hours of training behind the wheel of a DMT vehicle. DMT training is done in a much more professional manner as opposed to parents, relatives, or friends, who in the main have had no or limited training, nor have an adequate comprehension of how to teach a novice driver.

Many people from marginalised and CALD backgrounds have only been able to obtain their driver's licence through the DMT processes, which then provides that Provisional driver to get to employment, get to education, assist other relatives who may not have ready access to transport options, to be able to attend essentials such as doctor's appointments, undertake shopping, participate in sport, and attend necessary engagements. This has such a profound positive effect on people's lives.

I have seen first-hand those young people who have been unsuccessful in getting the opportunity to get the training for a provisional licence and who have been stuck in a rut, turned to substance abuse, become addicted, committing crimes and offences, simply wasting their lives. DMT offers great opportunities and has been successful in changing so many lives around the State. DMT has numerous volunteer driving mentors, and vehicles in place around the State. These conscientious Volunteers undertake professional training and ongoing support with DMT, donating many hours of their time, especially when a novice driver needs to undertake so many hours training in Tasmania to be able to then undertake their Provisional Licence assessment.

If it wasn't for DMT, many people would be constricted in their transport opportunities and unable to fully participate in the things needed to fulfil and get on with their lives productively. I have personally spoken with numerous young people who have had the opportunity to be trained and supported throughout the DMT learner driver process and who were ultimately successful in gaining their Provisional driver's licence. All have been most complimentary of the great service provided and that it has set the pathway for them to move on positively in their lives.

With the rising cost of living, single parent families, a lack of personal transport options, mixed with other economic and social issues, the opportunities for people to gain their practical hours training in a motor vehicle have diminished. This is where Driver Mentoring Tasmania shines in providing a much-needed service.

Having worked alongside the coordinator Garry O'Byrne in addressing the training of organisations, planning for filming, discussing ideas, and attending road safety forums, I can attest personally to the high level of attention to detail, the meticulous methods used in training and consistency. DMT does not cut corners and every client can be assured that they are given the highest level of service possible.

Your sincerely,

K B Smith APM 2022 TAS Local Hero

The following addition is a snippet of a recent email to DMT – regarding DMT and their LDMP's - RACT Chief Advocacy Officer

Good morning, Garry,

Some news. I am leaving RACT this week.

One of my final duties as a member of the Australian Automobile Association's Public Policy Forum was to suggest that Tasmania's driver mentor program is an excellent model on which to base an eventual replacement for Keys2Drive.

The AAA is working on a new model to put to the Federal Government. It will be targeting disadvantaged people in regional and remote Australia. So your program fits the bill pretty well. Other states have also suggested a greater role for drive schools in delivering subsidized lessons. And finally, and I speak not just from my experience at RACT but from my time on the Road Safety Advisory Council, thank you for your passion, knowledge, experience and drive around road safety, which you so willingly share.

As you know, we still have a long way to go to make our drivers better and our roads safer.

All the best,

Garry



Driver Mentoring Tasmania Reference. – Previous State Growth Driving Assessor

My background and relationship with the Driver Mentoring Tasmania (DMT) program stems from having been employed as the Training and Development Officer with the State Government. Being responsible for the training and Development of Government and Private Driving assessors Statewide. Recently retired but have been conducting driving assessments and training assessors for over three decades. Now a (DMT) board member and volunteer educator assisting with the ever-evolving upskilling of (DMT) volunteer mentors. My relationship with board members, co-ordinators, and mentors has given me a very good overview of every aspect of the workings of (DMT). Thank you for the opportunity to detail why I highly endorse the Driver Mentoring Tasmania (DMT) program. (DMT) was established in 2009 and has evolved from that day to become the peak body that represents Learner Driver Mentor Programs (LDMP's) Statewide. Seventeen programs, averaging One

Hundred and Seventy mentors and training up to Two Hundred and Fifty learner drivers at any given time. Twice a year I travel the state accompanied by the State-wide co-ordinator, Garry Byrne and meet with other (LDMP) co-ordinators, mentors, and their learner drivers.

The reason being that (DMT) is never standing still it is always looking for ways to improve. These sessions are followed up after initial training and induction to clarify any and all questions that any of the above may have. The devotion of all is shown by way of the attendances and the range of questions that are raised. We have conducted on road assessments, clarified untold questions on road rules, held sessions on how to read driving assessment record sheets, dealt with safety issues, held discussions on how to deal with aggressive and angry drivers, discussed drug and alcohol, the list of topics is endless and unrestricted. Nearly every venture ends with me saying has anyone got questions we really need to address as we have gone hours overtime, and I don't want anyone to leave without answers to the questions you brought along. Just to put this in perspective, a driving instructor can obtain a driving instructors licence and hold that licence for their entire working career without any re-training or upskilling unless it is voluntary. In comparison Learner Driver Mentor's willingly participate in all of the above-mentioned training and upskilling, making them current with modern practices and procedures and they deliver that information with passion and pride. For want of a better description, mentors are like sponges, they soak up every little bit of information they can.

(DMT) in my view is the most underrated program that exists in the State of Tasmania when it comes to the safety of our road users. The program itself shows support from top to bottom it is a very well-structured organisation. It not only opens up opportunities to people that would or could not ever expect to obtain a driver's licence, but it also does so much more, in improving the lives and opportunities of the learners. It gratifies the mentors, and it definitely improves the safety of the participants in the program and every other Tasmanian road user.

I feel so strongly about the importance of the (DMT) that as long as I am able to will continue to participate in and assist with the delivery of the program.

This is a very limited view and only covers a small part of what (DMT) does, I hope it gives you some idea of the how valuable and necessary the continuation of this program is.

Yours Sincerely

Bradley Jeffrey Hill

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Len 84 from Launceston ( While Len is not 16-25 years of age. His story speaks to the skills and support. That is provided by these ,LDMP programs and that are so appreciated by their communities.

They the LDMP, helped me to get my licence so I could drive. I had a licence and handed it in when I was 60 because I didn't have a car and didn't need one  
In 2014 I needed my license to get around. Didn't think they could help an old bloke like me, but they were lovely. They helped me get my L1 and 2 and then P.

Lots of times I changed my mind and didn't think I could do it, but they talked to me over a cup of tea and encouraged me

They were great. Now I drive everywhere again they changed my life.