



National Program Handbook for Learner Drivers

2025

"I got my licence with this program! And thanks to that, I achieved getting a job, which I drive to most days. It's also given me the freedom to go to the shops to get groceries etc.

I am proud of myself. I have hope to gain a brighter outlook on life and what I can achieve."

- Drive for Life graduate

Welcome to Drive for Life!

We're excited to have you on board! Learner Drivers tell us that not only does the program help them learn to drive, but also helps to build confidence and opens up new opportunities for study and work. We're so glad we can be part of your journey to independence!

Before you get started, there are a few things you need to know.

How it works



- **Stage One:** You will receive pre-Learner support to help you get your Ls, if you don't have them already.
- **Stage Two:** You take lessons with a licenced Driving Instructor to help build your confidence behind the wheel.
- **Stage Three:** Once you are confident on the road with the Driving Instructor, you will be introduced to a Volunteer Mentor who will help you gain the remaining hours needed.
- **Stage Four:** Your Coordinator accompanies you to your test*
This may vary state to state
- **Stage Five:** Achieve your P's!

Licence Life Skills Employment

About this Guide:

This guide is a summary of the main things you'll need to know as a Learner Driver in the program. We ask that you take the time to read the program documents that you are given, these have been created to ensure you're successful in achieving your licence.

After reviewing this handbook, you will be asked to sign the *Learner Driver Agreement* on the last page of the document. This confirms you have read and understood your role and responsibilities as a Learner Driver.

What's expected of me?

- We encourage you to be organised and on time for **all** of your lessons.
- You will be given a logbook and other paperwork to keep safe
- Carry your Learner Licence with you at all times.
- Follow the road rules, drive with care and follow the instructions given to you by your Mentor while on the road. Try to remain calm whilst in the vehicle. Should you need a break, please let your Mentor know.

Service Welcome Booklet



Who will I be driving with?

Driving Instructor



In the early stages of your driving journey, you will undertake lessons with a qualified driving instructor. We use this early instruction to ensure you build basic competence before progressing to driving with a Volunteer Mentor. Lessons focus on ensuring you feel comfortable within the vehicle, understand basic vehicle operations and manoeuvres, and become familiar with local routes that will be taken.

Volunteer Mentor

A Mentors' role is to accompany you during driving lessons to help you gain the number of driving hours required for your logbook, giving constructive feedback and discussing the importance of road safety along the way.

Lesson Prices for Learner Drivers

The Salvation Army Drive for Life:

1. Provide services based upon need. Talk further with the program Coordinator.
2. Do not charge fees, take bonds or refundable deposits from young people

If there's an accident

Your Mentor has been trained for this too. Accidents sometimes happen, but don't worry, our vehicles are fully insured - we've got you covered. If an accident or incident occurs, you may be asked to provide information for an incident report and your Coordinator will advise you of the next steps.

Your Program Coordinator

Your Program Coordinator will explain your responsibilities as a Learner and be your main point of contact for guidance or to raise concerns during your time in the program. Questions and feedback are welcome at any time!

Drive for Life Coordinator:	Email	Contact number:
Vidhi Malhotra	Vidhi.malhotra@salvationarmy.org.au	0428 950 714

Your Welfare

If you need additional support, you can be referred to our casework team.

Safety onboard

Each session will be recorded by dashcam. Files will be saved securely, and *only* accessed by The Salvation Army staff if there is an issue or a complaint. After a period of 30 days, your session recordings will be deleted.

Need to make a complaint?

Here are some ways you can do so:

1. **In person** : Talk to the on-site staff/ person in charge
2. **Phone** : Call 13 SALVOS (13 72 58)
3. **Online** : Visit: www.salvationarmy.org.au/contact-us/complaints/
4. **By post** : Write to us at: The Salvation Army
PO Box 479,
Blackburn, VIC 3130



If you need help making a complaint you can speak with a staff member of TSA or seek support through an independent Advocacy service.

We are committed to learning from your experience as it will help us to continually improve the services we deliver.

Before each session

Before each session, both you and your Mentor will take a standard breathalyser test. We want you to be safe!

You will also agree upon a route you will drive with your Mentor. Driving conditions will vary – sometimes it might be dark, or rainy, or more busy than usual – this is an important part of learning to drive.

When you're ready to sit your Ps

When you and your Mentor decide that you're ready, your Coordinator will accompany you to the local roads authority to take your test. If you require additional lessons prior to your test, these will be organised with a qualified Driving Instructor.

Help us spread the word!

Your Mentor, or the Coordinator, might ask you for feedback or a testimonial about your experience during the program.

It's up to you whether you agree to this - both are completely optional, and you can change your mind about what you'd like shared, at any point - just let us know.

Your feedback helps us improve the program for future learners and helps us promote Drive for Life within the community.

If you know a friend who might benefit from Drive for Life, let us know.

Learner Driver Agreement

The Salvation Army's Drive for Life programs support young people to achieve their learner and provisional drivers' licence and build independence.

The Salvation Army's Drive for Life programs exist to:

- Provide equity in access to driving lessons and supervision;
- Improve employment and education opportunities for young people; and
- Help young people become experienced, safe and confident drivers.

By signing this document, you acknowledge your role and responsibility within this program and agree to the following:

Your responsibilities:

- Follow all guidelines listed in the Learner Driver Handbook and as outlined by the Coordinator,
- Follow the state-based road rules, act responsibly and ensure that safety is maintained at all times whilst I am behind the wheel.
- Have my Learner Driver's Licence and Logbook with me at every lesson
- Act calmly and take breaks when needed. Remember your Coordinator is here to support you.
- Not consume alcohol or drugs prior to a driving session
- Take my medication as prescribed by a healthcare professional (*if applicable*)



- Wear appropriate clothing and footwear while participating in sessions. *(An example of inappropriate clothing/ footwear would be thongs, high heels, bare feet etc.)*
- Notify the Coordinator if I have any changes in address, phone number or circumstance
- Remain committed to weekly driving sessions/ workshops be punctual, and give at least 24 hours notice to the Coordinator, driving instructor and/ or Volunteer Mentor if unable to attend the lesson
- Switch off my mobile phone during a driving session
- Pay for any speeding fines or traffic violations that occur during my driving sessions

In addition:

- I understand that if there are concerns around the safety of myself or others, this will be shared with the Coordinator
- I understand coordinators and volunteers are mandatory reporters
- I understand that before each driving lesson, both my mentor and I will be required to take a breathalyser test
- I understand the vehicle is fitted with a Dashboard camera and that all lessons will be recorded, for safety and insurance purposes. I understand that the recordings of individual driving sessions will be stored by Drive for Life and destroyed after 30 days.
- **P Plate photo – optional***
When I achieve my Provisional Licence, I give permission:
 - For my photo to be taken holding my P plates
 - For this photo to be used to promote the program.

**If you change your mind and decide to withdraw permission at a later time, please let us know.*

As a participant, I agree and understand the conditions explained above and acknowledge my responsibilities during this program.

Name _____

Date _____

Signature _____