

community
connections.



Multicultural Development Unit (MDU)

Let's Drive!

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Overview

One Sudanese person asking for financial assistance
with driving lessons

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New set of CALD client needs and challenges emerged

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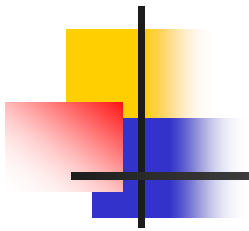
Changed the way Community Connections implemented
services to meet the needs of CALD communities and
individuals.

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New set of client needs and challenges



- Access to and suitability of public transport
- Lack of awareness of road rules and law in Australia
- Misunderstandings of road rules
- Road Safety
- Language barriers – Australian Slang
- Cost of driving lessons and licence
- Isolation
- Lack of independence
- Cultural barriers – perceived views of acceptable rule breaking



Research of other driving program models

- Warrnambool – 10 driving lessons or 5 driving lessons and P plates license
- Colac- Car and driving practice with Volunteer Instructors
- Dandenong - 2 information sessions on two Friday evenings.



Warrnambool limitations and gaps

- Lack of information on road rules and laws, safety issues, car insurance, emergency services, etc
- High cost of driving lessons for CALD clients
- No car and volunteer drivers
- No service that incorporated information sessions and driving lessons.



Colac limitations and gaps

- Lack of information on road rules and laws, safety issues, car insurance, emergency services, etc
- Safety issues for volunteers (ie. No prior driving lessons with a qualified driving instructor)
- No service that incorporated information sessions and driving lessons.



Dandenong limitations and gaps

- High cost of driving lessons and license for CALD clients
- No car and volunteers driver
- No service that incorporated information sessions and driving lessons.



Proposed Let's Drive! Model

- Step 1. Information Sessions
- Step 2. Driving Lessons with a qualified instructor
- Step 3. Driving Practice with volunteer instructors
- Step 4. Probationary Driver's Test



Steps we've taken

- Established needs for CALD Learner Driver through consultation with the Sudanese Community.
- Develop Service Delivery Model:
Develop Processes and procedures
- Source Funding for driving lessons
- Develop Flyers and correspondence



Steps we've taken

- Source Vehicle & Establish Garaging & Access
- Select & Train Volunteer Supervision Drivers: Agency training and South Sudanese Cultural Awareness Training and Training with driving school instructors.
- Contact Vic roads for current licensing regulations and resources.



Steps we've taken

- Identify and approach relevant stakeholders and request their involvement for presentations at 3x2hrs information sessions.
- Identify & Select Learner Drivers
- Select Venue for Information Sessions – Childcare included
- Match Learner Driver to Volunteer Supervising Drivers



Trial of Let's Drive Model

1. Information Sessions (3x2hrs sessions)
2. Driving Lessons with a qualified instructor (10 free driving lessons)
3. Driving Practice with volunteer instructors (cost of \$10 per hour)
4. Probationary Driver's Test (at own cost)



What Worked?

- Volunteer instructors present at information sessions
- On site interpreters (Arabic, Chinese and Turkish)
- Visual Aids
- Childcare



What didn't work?

- Starting time of information sessions
- Information sessions did not cover certain topics or provide enough information on a topic
- Gaps between information sessions periods (waiting list)
- Some resources not suitable for CALD clients
- Compulsory attendance (eg. clients would miss one session)



Where are we now?

- Added and extra information session (eg. Understanding driving lessons)
- Lost funding for free driving lessons (seeking funding)
- WDEA – Charitable Trust (assist with gaining employment for learner drivers)
- Applying for TAC funding (3 qualified instructors)
- Applying for L2P funding – Volunteer supervisors for 120hrs