

# CASE STUDY: The Learner Driving Mentor Program



Learning to drive brings independence to settlement.

## AT A GLANCE



**Target Participants**  
New arrivals in Australia



**Aim**  
To assist new arrivals through the process of getting their driving licence



**Organisations Involved**  
SydWest Multicultural Services



**Location**  
Western Sydney, NSW



**Funding**  
SydWest Multicultural Services

SydWest Multicultural Services assists new arrivals through the process of getting their licence: from passing the driver knowledge test and learning more about road rules, car maintenance, insurance and the fine system; to obtaining a learner's permit and getting practical, on-road driving experience.

Najiba Ahmed (not her real name) came from Afghanistan in 2014. She had never had any previous driving experience in Afghanistan and could not anticipate driving at all. On arrival, language was a major barrier for Najiba and was therefore linked to a SydWest caseworker who spoke her language. They were then able to address her settlement needs. She is a single mother with two young children, a victim of domestic violence (DV) during her pregnancy and had limited opportunity to move around or make changes to her life.

Najiba was encouraged by her caseworker to attend the weekly Farsi Driver Knowledge Test classes, held at SydWest and was supported to sit for her RMS test. She passed her test and obtained her Learners licence. Najiba then continued with SydWest's Learner Driving Mentor Program and took onroad driving lessons. Najiba is now free to move around, do shopping for her children and has become independent and confident.

### Successful Outcomes:

- achieving independence and confidence to assist new arrivals in their settlement journey in Australia.

### Program learnings:

- the benefit of tailored programs and casework being delivered to new arrivals to meet their individual needs.

*'I am thankful to SydWest for being there for me and my children during difficult times at the early settlement period – I started from zero and now reach to hero.'*

**Najiba Ahmed**  
from Afghanistan

### For More Information Visit:

<http://www.sydwestms.org.au/>

