



Justice

# Operating Guidelines

## Traffic Offender Intervention Program

# Table of Contents

<b>1</b>	<b>Scope</b>	<b>4</b>
<b>2</b>	<b>Purpose</b>	<b>4</b>
<b>3</b>	<b>Definitions</b>	<b>4</b>
<b>4</b>	<b>Eligibility</b>	<b>5</b>
	4.1 Local Court	5
	4.2 Roads and Maritime Services	5
<b>5</b>	<b>Program referrals</b>	<b>5</b>
	5.1 Local Court	5
	5.2 Increased Traffic Offender Penalties scheme	5
	5.3 Conditions of participation in the nominated course	6
<b>6</b>	<b>Approved course requirements (minimum standards)</b>	<b>6</b>
	6.1 Course content	6
	6.2 Course and session length	7
	6.3 Class size	7
	6.4 Engagement activities	7
	6.5 Identified educational supervisor and facilitators	8
	6.6 Venue facilities	8
	6.7 Code of Conduct	8
	6.8 Fee structure	9
	6.9 Reports back to court	9
	6.10 Certificate of Completion	10
	6.11 Records Management	10
	6.12 Complaints procedure	11
	6.13 Annual reports	12
<b>7</b>	<b>Approval Process</b>	<b>13</b>
	7.1 Application form	13

7.2	Receiving applications	13
7.3	Assessing applications	13
7.4	Unsatisfactory applications	13
7.5	Timeframes for applications	13
7.6	Approving applications	14
7.7	Appealing a decision	14
7.8	Applying to vary an existing course	14
7.9	Renewing an existing course approval	14
<b>8</b>	<b>Program Quality</b>	<b>15</b>
8.1	Site Visits	15
8.2	Participant Surveys	15
8.3	Evaluation	15
<b>9</b>	<b>Roles and responsibilities</b>	<b>16</b>
<b>10</b>	<b>Contact information</b>	<b>16</b>
<b>11</b>	<b>Media enquiries</b>	<b>16</b>
<b>12</b>	<b>Appendices</b>	<b>16</b>
	Appendix A - Court Report	17
	Appendix B - Certificate of Completion template	19
	Appendix C- Code of Conduct	20
	Appendix D - Annual Report	21
	Appendix E – Database	25
	Appendix F – Application Form	26
	Appendix G - Application to vary a TOIP program	37
	Appendix H - Application Review Committee Assessment Form	40
	Appendix I – ITOP Guidelines	43
<b>13</b>	<b>Document history</b>	<b>44</b>

# 1 Scope

This document details the educational and administrative standards for the Traffic Offender Intervention Program (TOIP). The Operating Guidelines support Part 9 of the Criminal Procedure Regulation 2017 (the Regulation). These Operating Guidelines replace any former Operating Guidelines relating to TOIP.

These Operating Guidelines apply to:

- all approved providers which deliver TOIP
- all potential providers seeking to deliver TOIP
- Offender Strategy in the Department of Justice
- Courts and Tribunal Services in the Department of Justice
- Centre for Road Safety in Transport for NSW
- Roads and Maritime Services in Transport for NSW

# 2 Purpose

TOIP is a community based road safety educational program. Its objective is to provide referred traffic offenders with the information and skills necessary to develop positive attitudes towards driving and develop safer driving behaviours. It further aims to provide an environment for self-reflection.

The program is regulated under the *Criminal Procedure Act 1986* and administered according to these Operating Guidelines. These Operating Guidelines are to be read in conjunction with Part 9 of the Criminal Procedure Regulation 2017.

The program is available to:

- offenders who have pleaded guilty to, or been found guilty of, a traffic offence before the NSW Local Court
- repeat demerit point offenders who are subject to the Increased Traffic Offender Penalties (ITOP) scheme under Roads and Maritime Services.

The Operating Guidelines are designed to set the standards for TOIP to support consistent delivery of the program across NSW. It sets the procedures for a course to become an approved TOIP course, and provides guidance on the educational and operational standards for TOIP.

# 3 Definitions

**Administering department** means the NSW Department of Justice

**Approved TOIP provider/s or approved course or approved TOIP course** means a course that complies with these guidelines and the Criminal Procedure Regulation 2017, and that is delivered by a not-for-profit organisation with approval from the administering department

**ITOP** means Increased Traffic Offender Penalties scheme administered by Roads and Maritime Services

**Participant** means a traffic offender referred as a result of a Local Court appearance or by RMS

**RMS** means Roads and Maritime Services

**TOIP** means Traffic Offender Intervention Program

## 4 Eligibility

### 4.1 Local Court

The program is available to offenders charged under the road transport legislation (within the meaning of the *Road Transport Act 2013*) with summary offences or indictable offences that may be dealt with summarily. Specific eligibility and suitability criteria are contained in the Criminal Procedure Regulation 2017.

### 4.2 Roads and Maritime Services

From 1 February 2015, unrestricted licence holders who exceed their demerit point limit twice within five years are required to pass the Driver Knowledge Test and complete an approved TOIP course before returning to driving.

## 5 Program referrals

### 5.1 Local Court

A person found guilty of a traffic offence in a NSW Local Court may be referred to TOIP by:

- a Magistrate
- an individual
- a defence lawyer on behalf of a client.

A person pleading guilty to a traffic offence in a NSW Local Court (or a defence lawyer on behalf of a client) is responsible for identifying the preferred approved course based on location, attendance requirements, and the availability of a place.

A register of approved TOIP providers and courses is maintained on the NSW [Local Court website](#) to assist in this process.

Magistrates retain discretion to adjourn a matter (or not) for an offender to attend a nominated course before they are sentenced.

### 5.2 Increased Traffic Offender Penalties scheme

The referral process for offenders eligible for TOIP through ITOP are outlined in the ITOP Guidelines (Appendix I).

### 5.3 Conditions of participation in the nominated course

In addition to the requirements set out in these guidelines, course providers may require participants to adhere to further conditions to attain satisfactory completion of the course. Prior to commencement, participants should be notified about attendance and assessment standards required to satisfactorily complete the course.

## 6 Approved course requirements (minimum standards)

### Minimum course standards

#### 6.1 Course content

Course content must further the Traffic Offender Intervention Program objectives by including the following measures:

- a) Measures that aim to improve course participant’s understanding of their legal obligations as road users
- b) Measures that aim to develop safe driving behaviour by course participants
- c) Measures that inform course participants about the potential impact of traffic offences on the victims of such offences and on the community generally
- d) Measures which promote self-reflection in order to change unsafe driving behaviour.

The following modules are to be covered by all providers during the course:

Module 1	Impact of traffic offences/crashes (legal, cost to society)
Module 2	Behavioural factors - Speeding
Module 3	Behavioural factors - Drink driving
Module 4	Behavioural factors - Drug driving
Module 5	Behavioural factors - Fatigue
Module 6	Behavioural factors - Mobile phone use and distraction
Module 7	Vulnerable Road Users - Pedestrian, cyclists and motorcyclist
Module 8	Vehicle safety, vehicle maintenance and restricted vehicles for provisional licence holders

- Each module is complemented by PowerPoint slides containing information such as key facts and statistics, current road safety campaigns, behavioural strategies and key messages. These slides are updated annually, or as required, by the Centre for Road Safety to ensure information is current.
- Approved TOIP providers must incorporate these slides into their course. Courses do not need to follow the module sequence, as long as the module content is included in the course.
- Potential providers seeking to deliver TOIP should contact [toip@justice.nsw.gov.au](mailto:toip@justice.nsw.gov.au) to receive copies of the slides to assist in preparing their application.
- Educational supervisors will be responsible for ensuring that the key messages contained in the PowerPoint slides are consistently presented throughout the course.
- Self-reflection should be promoted throughout the course.

## 6.2 Course and session length

At a minimum, an approved TOIP course must be delivered on two separate days over two weeks. This allows time for participants to consolidate information and self-reflect which is important for behaviour change.

Individual sessions must run for a minimum of one hour and a maximum of two hours.

Exemptions may be granted for remote locations, only if appropriate homework tasks/reflection exercises are provided to participants before and/or after the session.

## 6.3 Class size

The number of participants in each session should not exceed 30.

Research suggests that the best outcomes are achieved with small group sizes (10 or less). Where classes exceed 10, facilitators are to break the class into smaller groups during discussions / activities to then feed back to the wider group.

## 6.4 Engagement activities

Providers are to break up sessions by getting participants to engage in group discussions and activities, as well as self-reflection tasks. Each module provides suggestions of questions to promote discussion and/or activities that might facilitate greater engagement with the course content.

The purpose of these engagement activities is to:

- determine barriers that participants might face and provide suggestions or teach them how to find own healthier solutions/alternatives to these barriers

- teach participants how to critically and realistically assess their offence so that lessons can be learnt
- emphasise likely positive results of adopting safer driving practices
- raise awareness about the need for change by making the risk seem serious and at the same time personally relevant
- assist with setting quantifiable, realistic and moderately difficult goals for the participants to strive to achieve.

## 6.5 Identified educational supervisor and facilitators

Approved course providers are to nominate an identified educational supervisor and provide details of their qualifications, employment history, appropriate teaching qualification and experience.

The minimum requirements for the Educational Supervisor are:

- a. Certificate IV in Training and Assessment or equivalent experience
- b. A current Working with Children Check, unless exempt in accordance with Child Protection (Working with Children) Regulation 2013.

The minimum requirements for facilitators are:

- a. Experience in conducting face to face facilitated group discussion or behavioural change programs
- b. A current Working with Children Check, unless exempt in accordance with Child Protection (Working with Children) Regulation 2013.

## 6.6 Venue facilities

Venue facilities must comply with Work Health and Safety guidelines. Specifically, they must have:

- toilet/s
- disabled access
- fire exits and emergency evacuation procedures.

## 6.7 Code of Conduct

### Participants

Approved TOIP providers should have a Code of Conduct and ask participants to agree to the Code of Conduct. An example, which may be adapted, is provided in Appendix C.

Approved TOIP providers are to have a procedure in place to deal with participants who attend visibly affected by alcohol or other drugs. The incident is to be noted on their records.

The provider may expel the participant from the course. If this occurs the provider must inform the Local Court where the participant's matter is listed or RMS of this decision.

### **Approved TOIP providers**

TOIP is a community based program and approved TOIP Providers are expected to work in cooperation to deliver TOIP. Approved TOIP providers failing to demonstrate respect in their interactions with program participants, government representatives or other TOIP providers may have their approval revoked under CI 104 of the Criminal Procedure Regulation 2017.

## **6.8 Fee structure**

The fee charged for an approved course must be on a cost recovery basis and not for profit and the costs associated should be detailed in the initial application and/or when renewing an application.

Approved TOIP providers should consider waiving or reducing the fee in circumstances of financial disadvantage.

## **6.9 Reports back to court**

For participants attending TOIP as a result of a court appearance, approved TOIP providers must report back to the court on the offender's participation in the course, in accordance with CI 102 the Criminal Procedure Regulation 2017. A template is provided to guide the format of court reports (Appendix A). The report must be received by the court before the offender's next court appearance.

Approved TOIP providers are to indicate in the report which of the following scenarios occurred:

### **Satisfactory attendance**

### **Nil attendance**

### **Withdrew after partial attendance**

### **Withdrew without attending**

### **Expelled from program**

- If the participant attends satisfactorily, the court must receive the report before the date on which the offender is due to reappear in court. If necessary, the TOIP provider should liaise with the relevant court.
- If the participant withdraws after partial attendance, approved TOIP providers are to complete and return the report back to court at the point where there is insufficient time left in the course for the participant to achieve a satisfactory attendance level.
- If the participant is expelled from the course, approved TOIP providers are to complete and return the report back to court as soon as the expulsion is effected.

- If the participant withdraws voluntarily, approved TOIP providers are to complete and return the report back to court immediately upon receiving notification of the withdrawal from the participant.

## 6.10 Certificate of Completion

Approved TOIP providers are encouraged to issue a Certificate of Completion to all participants who achieve satisfactory attendance, to recognise their achievement in completing the program.

These certificates are for **participant record only** and cannot be submitted to the court or RMS as evidence of completion. A template is provided in Appendix B.

## Minimum administrative standards

### 6.11 Records Management

The Local Court, RMS, and the community rely on TOIP to positively influence the driving behaviour of traffic offenders in NSW. It is therefore important to maintain accurate participation records and to collect general demographics of participants.

The data collected by approved TOIP providers and reported through the annual reports is used in the Local Court Annual Review. TOIP participation may also be reported on for parliamentary committees, routine parliamentary matters and ministerial and departmental correspondence about TOIP.

#### 6.11.1 Required information

The approved TOIP provider must keep records containing the following information for each participant:

- Name, address and date of birth of the offender
- The sex of the offender
- If the offender identifies as Aboriginal
- Country of birth and primary language spoken at home (optional)
- Details of documentation used to identify the offender (Driver Licence is preferred)
- The nature of the offence/s
- The date of the offence/s
- The date the referral is received
- The date the participant begins the course
- The source and/or location of the referral (e.g. name of court, RMS)
- The date of their next court appearance
- Completed modules

- The extent to which the offender has complied with the requirements of the course
- In the case of non-completion, the reason for non-completion
- Any fees paid by the offender to the course provider in relation to the course
- Signature to adhere to a code of conduct.

### **6.11.2 Recording and Storing Information**

All records relating to TOIP participation require a basic level of security to ensure their authenticity and integrity, and to prevent improper use. The approved TOIP provider should implement policies and procedures to ensure the importance of record storage security, the responsibilities of staff and access controls.

Records relating to the offender and the offender's participation in the program must be held securely. It is recommended records are maintained in an electronic database secured by password access. The administering department may request access to data at times for reporting purposes, which will require the TOIP provider to supply data in an Excel format. An example database is provided in Appendix E.

Approved TOIP providers will need to investigate and develop their own processes to manage privacy obligations if recording and managing personal and health information about TOIP participants.

### **6.11.3 Access to information**

Representatives from the administering department may access records relevant to course delivery as part of quality management and evaluation, provided reasonable notice has been given to the approved TOIP provider.

In the event that records are accessed, identifying information is to be redacted.

## **6.12 Complaints procedure**

Approved TOIP providers are to have in place a complaints procedure for participants. Providers are to document and file any complaints raised by a participant in an electronic register.

Complaints may be about the following (but are not limited to):

- Program availability
- Educational standards
- Venue standards including accessibility
- Exclusion due to behaviour/intoxication
- Completion of assessment or self-reflection tasks
- Payment of fees.

Complaints should be responded to within 30 days. Upon request, the complaints register should be made available to the administering department.

Where complaints cannot be resolved at a local level, the complainants should be informed that they can raise their complaint with the Director, Offender Strategy, Justice Strategy and Policy, GPO Box 31, Sydney NSW 2001.

### **6.13 Annual reports**

Approved TOIP providers are required to submit an annual report.

The report will detail activity for the calendar year 1 January to 31 December and is to be sent to [toip@justice.nsw.gov.au](mailto:toip@justice.nsw.gov.au) no later than **15 February** of the following year.

The annual report is to include the following information relating to the calendar year:

- number of participants
- number of courses held
- referral method
- breakdown of participants by satisfactory attendance/non-completion
- reason for non-completion
- referring Local Court
- offence(s)
- breakdown of age groups of offenders
- breakdown of offenders' gender
- breakdown of Indigenous and non-Indigenous participants
- breakdown of country of birth and language spoken at home
- total fees collected.

A copy of the annual report format is included in Appendix D.

# 7 Approval Process

## 7.1 Application form

To apply to become an approved TOIP provider, applicants must complete the *Application to become an approved provider* form and send it, along with supporting documentation, to: [toip@justice.nsw.gov.au](mailto:toip@justice.nsw.gov.au). All applications must be submitted electronically. Hard copy applications will not be accepted. A copy of the approval form is included in Appendix F. A check list is attached to the form for applicants to confirm their application includes the mandatory requirements for applications.

## 7.2 Receiving applications

On receipt of an application, the application will be reviewed to identify if any information is missing. In the event some information is missing, the applicant will be notified and will have a short opportunity to include any missing information before the application is assessed.

## 7.3 Assessing applications

Offender Strategy in the Strategy and Policy Branch of the Department of Justice will convene an Application Review Committee. The committee includes a representative from:

- Offender Strategy (convenor)
- the Centre for Road Safety
- Courts and Tribunal Services.

The involvement of the Centre for Road Safety and courts administration ensures the committee has sufficient expertise to review applications, and increases the integrity of the assessment process. The Application Review Committee assesses applications against the committee's compliance assessment form (see Appendix H) to ensure programs meet the minimum standards set out in these guidelines.

## 7.4 Unsatisfactory applications

In the event the committee assesses an application as unsatisfactory in one or more categories, the applicant will be advised and given the opportunity to resubmit their application. The application should be resubmitted within one week of advice from the Application Review Committee.

## 7.5 Timeframes for applications

Applications are reviewed on a half yearly basis, with applications due by COB on the last business day of:

- January
- July.

All submitted applications will be reviewed by the Application Review Committee and recommendations will be submitted for approval to the Secretary of the administering department within 30 days of the application being received.

## **7.6 Approving applications**

After applications are reviewed by the Application Review Committee, a recommendation is made to the Secretary of the administering department for a decision about the applicant to become an approved TOIP provider.

## **7.7 Appealing a decision**

If an applicant disagrees with the decision about their application, an appeal can be made in writing to the Director, Offender Strategy, Department of Justice. If that appeal is unsuccessful, a further appeal can be made to the Secretary, Department of Justice. If the applicant is still dissatisfied with the decision of the Department, the applicant may make an appeal to the NSW Civil and Administrative Tribunal.

## **7.8 Applying to vary an existing course**

Approved TOIP providers which wish to vary aspects of their course delivery that are relevant to the criteria to be met for approval must make an application through the application process. The provider is required to complete the variation form (see Appendix G).

Variations may include delivering the program in additional locations, changing a venue or changes to course content.

Applications may be considered outside the application period only in the event of an emergency, for example if a venue is subject to a natural disaster or similar event.

If a TOIP provider wishes to update their contact details, they may email:

[toip@justice.nsw.gov.au](mailto:toip@justice.nsw.gov.au)

## **7.9 Renewing an existing course approval**

Approved TOIP providers are required to submit an *Application to become an approved provider* form to renew their approval status every three years from the date of their approval by the Secretary of the administering department. Approvals are valid for a period of three years under CI104 of the Criminal Procedure Regulation 2017.

## **8 Program Quality**

### **8.1 Site Visits**

The administering department reserves the right to request information from or visit an approved TOIP provider to ensure that the minimum standards for approval are being maintained. Representatives of the administering department will give reasonable notice before visiting an approved TOIP provider.

Approval will be suspended from providers where their standards fall below minimum requirements. These providers will be required to address these requirements prior to commencing any further sessions. Providers which continue to fail to meet minimum standards will have their approval revoked and their program name will be removed from the list of approved TOIP providers available on the Local Court website.

### **8.2 Participant Surveys**

The administering department may issue a survey to TOIP providers for participants to complete at the end of a program. Survey responses will be managed by the administering department and feedback will be delivered to the providers as relevant.

### **8.3 Evaluation**

The operation of TOIP under the Regulation will be reviewed every five years under the *Subordinate Legislation 1989*.

The operation and delivery of TOIP under the Operating Guidelines will be reviewed every two years.

## 9 Roles and responsibilities

- **Offender Strategy in the Department of Justice** is responsible for:
  - managing applications to become approved providers
  - convening an Application Review Committee
  - managing enquiries from approved providers
  - managing general enquiries and reporting about TOIP
  - receiving annual reports
  - reporting about relevant data for the Local Court Annual Review
  - monitoring the quality of TOIP.
- **Courts and Tribunal Services in the Department of Justice** is responsible for:
  - Participating in the Application Review Committee
  - Facilitating communication with Registrars about TOIP as relevant.
- **Centre for Road Safety in Transport for NSW** is responsible for:
  - Preparing and updating Powerpoint Slides for course modules
  - Participating in the Application Review Committee.

## 10 Contact information

Any enquiries about TOIP should be directed to: [toip@justice.nsw.gov.au](mailto:toip@justice.nsw.gov.au)

## 11 Media enquiries

For all media enquiries about TOIP, providers should direct the enquiry to the Department of Justice [communications@justice.nsw.gov.au](mailto:communications@justice.nsw.gov.au) and [toip@justice.nsw.gov.au](mailto:toip@justice.nsw.gov.au) .

All media enquiries must be referred by close of business on the day that the enquiry is made.

## 12 Appendices

- A. Template: Court Report
- B. Template: Certificate of Completion
- C. Template: Code of Conduct
- D. Template: Annual Report
- E. Template: Database
- F. Form: Application to become approved program provider
- G. Form: Application to vary a program
- H. Form: Application Review Committee Checklist
- I. ITOP Guidelines

## Appendix A - Court Report

[Course provider's letterhead]

[Course provider's contact details]

Local Court where the participant appeared:

Next court appearance date:

Participant's Name:

Date of birth:

Address:

Course start date:

Course finish date:

Number of Sessions:

Offence(s):

### Modules Completed

<i>Module</i>	<i>Topic area</i>	<i>Completed?</i>
Module 1	Impact of traffic offences/crashes (legal, cost to society)	
Module 2	Behavioural factors - Speeding	
Module 3	Behavioural factors - Drink driving	
Module 4	Behavioural factors - Drug driving	
Module 5	Behavioural factors - Fatigue	
Module 6	Behavioural factors - Mobile phone use and distraction	
Module 7	Vulnerable Road Users – Pedestrian, Cyclists and Motorcyclist	
Module 8	Vehicle Safety, vehicle maintenance and restricted vehicles for Provisional licence holders	

(please circle below)

Satisfactory attendance      unsatisfactory attendance

Unsatisfactory attendance record (please tick below):

Nil Attendance	
Withdrew after partial attendance	
Withdrew without attending	
Expelled from program	

**Assessment or self-reflection tasks:** (please indicate participant's performance on assessment tasks and attach self-reflection tasks as relevant)

**General comments:** (please comment as necessary on attendance, participation in class activities, discussions etc.)

Signed:

Date:

## Appendix B - Certificate of Completion template

# Certificate of Completion\*

[Course provider's letterhead]

[Course provider's contact details]

**NAME**

has satisfactorily completed all the requirements of the

**Traffic Offender Intervention Program**

provided by

awarded on

---

Facilitator

---

Date

\*For participant record only. This certificate cannot be used as proof of completion for the purposes of a court appearance or ITOP (as administered by Roads and Maritime Services)

## Appendix C- Code of Conduct

Course provider:

Course address:

Scheduled start date:

Conditions:

- I agree to attend the above-mentioned course at the above address on the scheduled start date.
- I agree to take with me to each course session the following:
  - Photo identification;
  - Pen and notebook.
- I agree to attend punctually for each session and in accordance with the requirements of the course provider.
- I agree to complete any assessment tasks set by the course provider.

*Tailor to participant – Court or ITOP*

**Court**

- I understand that if I fail to attend, the court will be informed and I may be returned to court for sentence determination.

**ITOP**

- I understand that if I fail to attend, RMS will be informed.
- I understand that if I attend the course under the influence of alcohol or drugs I may be expelled from the course and **the court / RMS** will be informed.
- I agree to abide by the standards of behaviour that the course provider requires and understand that if I don't I may be expelled from the course and **the court / RMS** will be informed.

Signed:            Witnessed by:

Date:

## Appendix D - Annual Report

Please note this Annual Report has been converted into an Excel format. Please download the Excel form from the [TOIP website](#)

Traffic Offender Intervention Program Annual Report YEAR	
PROVIDER NAME, e.g. PCYC	Number
<b>Administrative data</b>	
<b>1. Total number of courses held</b>	
<b>2. Referral Method</b>	
Self-referred following a court appearance	
Referral received directly from the Local Court	
Referral received directly from defence representative	
ITOP Referral	
Referral from other Justice agency (e.g. Corrective Services or Juvenile Justice)	
Other	
Not known	
<b>3. Number of participants</b>	
Satisfactory completion	
Completed all modules	
Non-completers	
Not known	
<b>TOTAL participants</b>	<b>0</b>
<b>4. Reason for non-completion</b>	
Nil attendance	
Withdrew after partial attendance	
Withdrew without attending	
Expelled from the program	
Not known	
<b>TOTAL non-completion</b>	<b>0</b>

<b>Offence data</b>	
<b>1. PCA (Prescribed Concentration Alcohol)</b>	
Low Range PCA	
Mid Range PCA	
High Range PCA	
Special Range PCA	
Novice Range PCA	
PCA range not known	
<b>TOTAL PCA</b>	<b>0</b>
<b>2. Prohibited Drug (total)</b>	
<b>3. Speeding</b>	
Speeding 0-10km/h	
Speeding 10-20km/h	
Speeding 20-30km/h	
Speeding 30- 45km/h	
Speeding >45km/h	
<b>TOTAL Speeding Offences</b>	<b>0</b>
<b>4. Licence</b>	
Drive whilst unlicensed (incl. never licensed)	
Drive whilst suspended	
Drive whilst disqualified	
Drive whilst cancelled	
Not comply with licence conditions	
Licence (other)	
<b>TOTAL Licence Offences</b>	<b>0</b>
<b>5. Regulatory</b>	
Unregistered	

Uninsured	
Not display L/P plates	
Negligent driving	
Reckless driving	
Dangerous driving	
Seatbelt/helmet	
Menacing driving	
Burnout/racing	
Disobey lights	
Disobey signs	
Mobile phone use	
Other regulatory driving	
<b>TOTAL Regulatory Offences</b>	<b>0</b>
<b>6.Other offences</b> (not known/not specified)	
<b>TOTAL all Offences</b>	<b>0</b>
<b>Participant demographic data</b>	
<b>1. Age</b>	
Under 18 years	
18-19 years	
20-24 years	
25-29 years	
30-34 years	
35-39 years	
40-44 years	
45-49 years	
50-59 years	
60-69 years	
70-79 years	
80+ years	
Age not known	

<b>TOTAL</b>	<b>0</b>
<b>2. Gender</b>	
Male	
Female	
Gender Not known	
<b>TOTAL</b>	<b>0</b>
<b>3. Indigenous Australian status</b>	
Indigenous Australian	
Non-Indigenous Australian	
Unknown	
<b>TOTAL</b>	<b>0</b>
<b>4. Country of Birth</b>	
Australia	
New Zealand	
<i>Other (list other countries as relevant)</i>	
<b>TOTAL</b>	<b>0</b>
<b>5. Language spoken at home</b>	
English	
<i>Other (list other languages as relevant )</i>	
<b>TOTAL</b>	<b>0</b>
<b>6. Fees collected</b>	Amount (\$)
Standard rate	
Discount rate	
<b>TOTAL Fees collected</b>	<b>0</b>

<b>Local Court where the offender appeared</b>
<i>List of courts included in template</i>

## Appendix E – Database

*An example of a Database has been included with the Annual Report template available from the [TOIP website](#)*

## **Appendix F – Application Form**

### **Traffic Offender Intervention Program (TOIP)**

### **Application to become an approved provider**

### **General Instructions for completing this application form**

The information provided in this form will be used in the assessment of your application to become an approved TOIP provider.

Supply the information sought by inserting text into each of the response boxes. In some parts, word limits are set. Where no word limits are set the information should be kept succinct and relevant. If the information sought is not applicable to your application, insert 'not applicable' or 'n/a' rather than leave the box blank. **Do not reformat the document or change the order of its contents.**

Additional information may be provided in attachments to the form which must be clearly labelled. However, this is not to be a substitute for including meaningful text in the response boxes (i.e. providing responses which are merely cross-references to attachments). The completed form will remain the primary part of the application and any absence of information in the response boxes may be interpreted as non-compliance. Although all applicants will have an opportunity to submit additional information, applications will be processed faster if all information is included in the first instance.

All forms must be lodged electronically in a file format which can be read, formatted, displayed and printed by Microsoft Word 2010 or Microsoft Excel 2010. PDF files will be accepted. If an applicant compresses files, it must be possible to decompress them using WinZip. Applications must not submit self-extracting (\*.exe) zip files.

Applications should be submitted to: [toip@justice.nsw.gov.au](mailto:toip@justice.nsw.gov.au) in the review period (before 1 February or 1 August).

Table of Contents

- 1. Profile of the applicant..... 30
  - 1.1 Organisation..... 30
  - 1.2 Details of applicant’s entity, ownership, structure..... 30
  - 1.3 Applicant’s authorised representative..... 30
  - 1.4 Partnership information (*if applicable*)..... 31
  - 1.5 Referees..... 31
- 2. Assessment Criteria ..... 32
- 3. Conflicts of Interest..... 34
- 4. Applicant’s undertaking..... 34
- 5. Checklist for attachments ..... 35
- 6. Venues for which approval is sought ..... 36

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## 1. Profile of the applicant

### 1.1 Organisation

Provide the following information to identify the legal entity submitting an application to become an approved TOIP provider

ORGANISATION DETAILS	
Name of applicant	
Course Name	
Registered Office / head office	
Street Address (Principal place of business / operations)	
Postal Address (Principal place of business / operations)	
Website (if applicable)	
ABN	
Is your organisation registered for GST?	<input type="checkbox"/> Yes <input type="checkbox"/> No
The number of years the organisation has been constituted in its present state	

### 1.2 Details of applicant's entity, ownership, structure

Specify the applicant's legal status. Please check  one box only.

APPLICANT'S LEGAL STATUS	
<input type="checkbox"/>	Incorporated Limited Association under <i>the Associations Incorporation Act 2009</i> NSW
<input type="checkbox"/>	Other (Please specify)

### 1.3 Applicant's authorised representative

Provide contact details for the authorised representative of the applicant and the address for all electronic communications in relation to the application as indicated below.

AUTHORISED REPRESENTATIVE DETAILS			
Name			
Position			
Telephone		Facsimile	
Email address			

#### 1.4 Partnership information (if applicable)

If the applicant is a Partnership complete the table below.

PARTNERSHIP DETAILS	
Lead partner (if applicable)	
Other partners	
Legal nature of the Partnership	
Details of capacity of trust to enter into the Agreement	

#### 1.5 Referees

Provide details of **two** referees who may be contacted by the Application Review Committee to provide confirmation of the claims made in the application in respect of the capacity, capability and performance history of the applicant's organisation to deliver TOIP.

REFEREE DETAILS	
<b>Referee 1</b>	
Organisation name	
Contact person's name	
Contact person's position	
Telephone	
Email	
Relationship details and services provided	
<b>Referee 2</b>	
Organisation name	
Contact person's name	
Contact person's position	
Telephone	
Email	
Relationship details and services provided	

## 2. Assessment Criteria

<b>1. Course provider and service delivery locations</b>
a) Provide a brief history of your organisation and its experience in delivering interventions to traffic offenders (no more than 500 words).
b) Briefly describe your organisational structure and lines of accountability (attach an organisational chart, if relevant).
c) Provide evidence of your organisation's not-for-profit status (including an attachment)
d) Name the location/s in which you wish to deliver TOIP. Further complete the table in section 6. If you are seeking to deliver TOIP in a location where TOIP is already delivered, please outline the need for an additional TOIP provider at this location. A list of locations where TOIP is currently available is on the NSW Local Court website.
<b>2. Human resource considerations including qualifications and skills of proposed staff</b>
a) Briefly describe the qualifications and skills of your educational supervisor. Attach a copy of their CV and evidence of their qualifications.
b) Detail the qualifications, requirements and experience that will be required of TOIP facilitators /presenters.
c) Demonstrate your commitment to ongoing professional development.
<b>3. Course content</b>
a) Detail the educational outcomes and list the modules which will be delivered as part of your course. In the attachments, include copies of the materials to be used as part of the curriculum, including the PowerPoint slides which must be delivered as part of an approved TOIP course.

b) Describe how the course will be delivered (including class size, group work, activities, homework tasks etc).									
c) Detail the assessment process for your course, including how self-reflection will be promoted in the course. Include a copy of the assessment documentation in the attachments.									
<b>4. Administrative procedures</b>									
a) Attach a copy of your template for court reports									
b) Outline the fee structure for your course, and detail how the fee has been established.									
c) <b>Discount Schedule</b> Specify below the discounts that you are willing to offer on the rates in the above fee structure.									
<table border="1"> <thead> <tr> <th colspan="2">DISCOUNTS</th> </tr> <tr> <th>Percentage Discount (%)</th> <th>Type/Description of Discount and Conditions</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>		DISCOUNTS		Percentage Discount (%)	Type/Description of Discount and Conditions				
DISCOUNTS									
Percentage Discount (%)	Type/Description of Discount and Conditions								
d) Describe your registration process and include any relevant materials in the attachments.									
e) Explain your procedure for receiving and responding to participant feedback (including positive feedback and complaints). Include any relevant materials in the attachments.									
f) Detail how you record and securely store information.									
g) Demonstrate your understanding of privacy principles in relation to client personal information and files. Include detail of your policy relating to client's accessing their information.									
<b>5. Additional comments</b>									
a) Provide below any further information you believe is relevant to the application									

### 3. Conflicts of Interest

Provide details of any actual or potential conflicts of interest involving the applicant or its employees, as at the date of signing of this application. In addition, set out the applicant's internal procedures (if any) for managing any conflict of interest that may arise.

A conflict of interest exists where a person's duty or decision-making is influenced, or may appear to be influenced, by his or her personal interests. Conflicts of interest do not necessarily involve fault or blame, and in many cases can be managed rather than having to be avoided.

CONFLICTS OF INTEREST	
Details of actual or potential conflicts of interest	
Procedures for identifying and resolving conflicts of interest	

### 4. Applicant's undertaking

By submitting this application, the applicant agrees to abide by the standards and guidelines set out in the Traffic Offender Intervention Program Operating Guidelines and to allow NSW Department of Justice representatives to visit the TOIP provider's premises, interview the Educational Supervisor, view files, review paperwork and observe educational sessions in order to monitor compliance. Any variation from the standards and guidelines shall be requested by the TOIP provider in writing and approved by the NSW Department of Justice in writing before implementation.

DECLARATION DETAILS			
Name of authorised representative of the applicant		Date	

## 5. Checklist for attachments

Include the following documentation where it relates to your application.

Related section of Form (unless specified)	Attachment	Mandatory	Included?
2.1 (b)	Organisational chart	No	
2.1 (c)	Evidence of not-for-profit status	Yes	
2.1 (d)	List of addresses for all venues for which approval is sought including resources and facilities (see section 6)	Yes	
2.2 (a)	CV of the educational supervisor and evidence of their qualification/s	Yes	
2.3 (a)	Copies of proposed client manual/presentations/hand outs	Yes	
2.3 (a)	Copies of videos or other materials to be used	Yes	
2.3 (c)	Assessment and Self-reflection task/s	Yes	
2.4 (a)	Copy of proposed court report	Yes	
2.4 (d)	Copy of participant registration form	Yes	
2.4 (d)	Copy of participant agreement	Yes	
2.4 (e)	Copy of complaint procedure	Yes	
6.10 of the Op Guidelines	Copy of proposed participant certificate	No	

## 6. Venues for which approval is sought

Location	Venue Name and Address	Complies with WHS requirements (including toilet, disabled access and emergency exits)	Other facilities available

END OF APPLICATION

## **Appendix G - Application to vary a TOIP program**

### **1. Course provider details**

Course provider name:

Type of agency:

Manager/coordinator's name:

Postal address:

Telephone number:

Email:

### **2. Indicate type of variation**

Additional location/s:

Change in venue:

Minor change to course content:

### 3. Additional Locations

If you are seeking to deliver TOIP in a location where TOIP is already delivered, please outline the need for an additional TOIP provider at this location. A list of locations where TOIP is currently available is on the NSW Local Court website.

Location	Venue Name and Address	Complies with WHS requirements (including toilet, disabled access and emergency exits)	Other facilities available

### 4. Change in venue

Location	Former Venue	New Venue Name and Address	Complies with WHS requirements (including toilet, disabled access and emergency exits)	Other facilities available

## **5. Course Content**

Briefly summarise the change to the course content and list and attach any materials

## **6. Undertaking**

By submitting this application, the applicant agrees to abide by the standards and guidelines set out in the Traffic Offender Intervention Program Operating Guidelines and to allow NSW Department of Justice representatives to visit the TOIP provider's premises, interview the Educational Supervisor, view files, review paperwork and observe educational sessions in order to monitor compliance. Any variation from the standards and guidelines shall be requested by the TOIP provider in writing and approved by the NSW Department of Justice in writing before implementation.

Signed:

Name:

Position:

Date:

## Appendix H - Application Review Committee Assessment Form

Course Name:	
Provider:	

All criteria must be met to a satisfactory standard, unless otherwise listed as 'not mandatory'

Application Reference	Criteria	Satisfactory (Yes/No)	Comment
<b>2.1 Course Provider and service delivery locations</b>			
2.1 (a)	Has the applicant detailed the history of their organisation and its experience in delivering interventions to traffic offenders within 500 words?		
2.1 (a)	Has the applicant previously delivered interventions to traffic offenders or do they have sufficient knowledge and experience to do so?		
2.1 (b)	Is the applicant's organisational and accountability structure clearly outlined? (an attachment is <b>not mandatory</b> )		
2.1 (c)	Is there evidence of the organisation's not-for-profit status?		
2.1 (d)	Has the applicant listed the locations where they are seeking to deliver TOIP?		
2.1 (d)	Where the applicant is seeking to deliver TOIP in a location it is already available (see Local Court website), have they detailed the need for an additional TOIP provider at this location?		
2.1 (d) 6	Is the applicant seeking to deliver their course at the same venue as another applicant? ( <i>only to be considered where applicants are submitting approval forms at the same time. Where applicants are seeking to deliver at the same venue, they will be given an opportunity to elect an alternate venue.</i> )		
2.1 (d) 6	Has the applicant completed the table in section 6?		

<b>2.2 Human resource considerations including qualifications and skills of proposed staff</b>			
2.2 (a)	Are the qualifications and skills of the educational supervisor clearly outlined?		
2.2 (a)	Are the following attachments included: <ul style="list-style-type: none"> <li>• CV of educational supervisor</li> <li>• Evidence of educational supervisor's qualifications</li> </ul>		
2.2 (b)	Has the applicant detailed the qualifications/experience they will seek from their presenters?		
2.2 (c)	Has the applicant outlined strategies for ongoing professional development for their educational supervisor and presenters?		
<b>2.3 Course Content</b>			
2.3 (a)	Are the educational outcomes of the program identified?		
2.3 (b)	Will the course be delivered in accordance with the standards set out in the Operating Guidelines? In particular, is the class size 10 or less, or is it proposed larger groups will be broken down into smaller groups as part of the delivery style?		
2.3 (a)	Is the compulsory content included as part of the proposed course content?		
2.3 (a)	Have the proposed materials been attached to the application?		
2.3 (c)	Does the proposed assessment process align with the proposed modules and educational outcomes?		
2.3 (c)	Are self-reflection tasks promoted as part of the proposed course?		
<b>2.4 Administrative Procedures</b>			
2.4 (a)	Is the court report template compliant with the operating guidelines (appendix A)		
2.4 (b)	Is the proposed fee aligned with current TOIP provider fees (about \$160), and does it suggest the program is being		

	delivered not-for-profit?		
2.4 (c)	Is a discount schedule proposed for offenders suffering financial disadvantage?		
2.4 (d)	Is a registration process outlined, and is it easily accessible to potential participants?		
2.4 (e)	Is there a complaint procedure, and will complaints be responded to within 30 days?		
2.4 (e)	Are participants encouraged to provide feedback in any other way .e.g through a survey ( <b>not mandatory</b> )		
2.4 (f)	Are records stored in a secure electronic database?		
2.4 (f)	Can information be extracted into an Excel format?		
2.5 (g)	Has the applicant demonstrated their understanding of their responsibilities in relation to privacy?  (for more information see: <a href="https://www.oaic.gov.au/agencies-and-organisations/business-resources/privacy-business-resource-10">https://www.oaic.gov.au/agencies-and-organisations/business-resources/privacy-business-resource-10</a> )		
2.5 (g)	Does the applicant have a procedure to allow client access to their own information?		
Final Assessment			
N/A	Is the applicant suitable to deliver the Traffic Offender Intervention Program?		

Additional comments:

Assessor Name and Signature:

Date:

## **Appendix I – ITOP Guidelines**



## **Traffic Offender Intervention Program – Driver Education Course**

# **Operating Guidelines: Administering the TOIP Driver Education Course for Increased Traffic Offender Penalties participants**

# Contents

<b>Contents</b> .....	<b>i</b>
<b>1 Introduction to Increased Traffic Offender Penalties</b> .....	<b>2</b>
1.1 What is Increased Traffic Offender Penalties? .....	2
1.2 What is the Traffic Offender Intervention Program .....	2
1.3 The role of approved providers under the ITOP scheme .....	2
1.4 The role of Roads and Maritime .....	3
<b>2 How ITOP participants are directed to the course</b> .....	<b>3</b>
<b>3 ITOP participant course requirements</b> .....	<b>4</b>
3.1 Course content and delivery mode.....	4
3.2 When an ITOP participant successfully completes the course .....	4
3.3 When an ITOP participant does not complete the course .....	5
3.4 What if an ITOP participant has done Traffic Offender Intervention Program course previously? .....	5
<b>4 How to administer certificates</b> .....	<b>6</b>
4.1 Step 1. Requesting a booklet of certificates .....	6
4.2 Step 2. Filling out a Certificate when an ITOP participant completes the course .....	6
4.3 Step 3. Signing and awarding the Certificate .....	7
4.4 Step 4. Reporting to Roads and Maritime .....	7
4.5 Step 5. When a booklet is finished .....	7
<b>5 Media enquiries about ITOP</b> .....	<b>8</b>
<b>6 Frequently asked questions</b> .....	<b>8</b>
<b>7 Contact us</b> .....	<b>10</b>
<b>Appendix A – Example Certificate</b> .....	<b>11</b>
<b>Appendix B – Example Index Summary Sheet</b> .....	<b>12</b>

# 1 Introduction to Increased Traffic Offender Penalties

The purpose of these Operating Guidelines is to advise approved providers of the Traffic Offender Intervention Program (TOIP) on the requirements for delivering a driver education course to offenders under the demerit point scheme. The current Traffic Offender Intervention Program course has been approved as the required course to fulfil the “driver education course” component.

The contents of this Guideline may change from time to time by Roads and Maritime Services notifying the approved providers. Where reasonably possible, Roads and Maritime will consult with approved providers prior to finalising changes that will affect the approved provider’s operations.

## 1.1 What is Increased Traffic Offender Penalties?

The Increased Traffic Offender Penalties (ITOP) initiative imposes new penalties for traffic offenders who repeatedly exceed their demerit point limit. From 2015:

- Unrestricted licence holders who exceed their demerit point limit twice in five years will re-sit the Driver Knowledge Test, and complete a driver education course
- Provisional licence holders who twice exceed their demerit point limit will re-sit the Driver Knowledge Test
- Drivers who commit a second or subsequent drink driving offence in five years must pass an appropriate knowledge test before they can get their licence back.

The new ITOP requirements are in addition to other penalties that the offender is subject to under the demerit point scheme.

## 1.2 What is the Traffic Offender Intervention Program

The Traffic Offender Intervention Program is an existing court-based program targeting offenders who have pleaded guilty to, or been found guilty of, a traffic offence.

The goal of the program is to provide offenders with the information and skills necessary to develop positive attitudes towards driving and develop safer driving behaviours.

The program is regulated under the *Criminal Procedure Act 1986* and administered by the Department of Justice. A register of approved course providers has been established and courses included on the Traffic Offender Intervention Program Register are approved for a period of three years.

## 1.3 The role of approved providers under the ITOP scheme

To become an approved provider for the purposes of ITOP, a course provider must:

- Be a Department of Justice approved provider of the Traffic Offender Intervention Program
- Return their Acknowledgement and Consent to a letter sent from Roads and Maritime, to confirm the agreement to deliver the Traffic Offender Intervention Program to ITOP participants.

The agreement with Roads and Maritime will cease if the provider loses their status with the Department of Justice as an approved provider of the Traffic Offender Intervention Program.

Approved providers under the ITOP scheme are expected to deliver the Traffic Offender Intervention Program as per the Department of Justice requirements.

In addition, approved providers will need to issue ITOP participants who successfully complete the course with a Roads and Maritime Certificate of Completion. The participant will need to provide Roads and Maritime with the Certificate as evidence of completing the course.

## 1.4 The role of Roads and Maritime

Roads and Maritime is responsible for managing the end-to-end operation of the ITOP scheme. This includes:

- Notifying eligible demerit point offenders of their requirement and timeframe in which to complete the Driver Knowledge Test and/or a driver education course
- Publishing details of approved providers on the Roads and Maritime [website](#)
- Issuing certificate booklets to approved providers
- Service centres and motor registries recording course completions in the NSW Driver Licence Register
- Responding to questions from approved providers about the administration of certificates
- Responding to questions from ITOP participants about licensing matters, including the ITOP scheme policy, their demerit points and licence status
- Suspend or cancel a licence or refuse to issue a further licence if the participant fails to complete the course in the required time.

## 2 How ITOP participants are directed to the course

Roads and Maritime will send ITOP offenders the following written advice:

- The Notice of Suspension that is sent exceeding the demerit point limit twice within a five year period advises of the need to complete the Traffic Offender Intervention Program driver education course
- A letter specifically advising that the Traffic Offender Intervention Program driver education course must be completed by a specific date in order to avoid a suspension or cancellation of their licence or to have their licence reinstated
- Both the Notice and letter direct ITOP offenders to the Roads and Maritime [website](#) to find contact details of the Traffic Offender Intervention Program providers.

## 3 ITOP participant course requirements

### 3.1 Course content and delivery mode

Providers are required to deliver the existing Traffic Offender Intervention Program course with the same format and content approved by the Department of Justice for Traffic Offender Intervention Program approved providers.

Providers are not required to add content or modify the format of existing Traffic Offender Intervention Program courses to accommodate ITOP participants.

### 3.2 When an ITOP participant successfully completes the course

ITOP participants are expected to comply with the same course requirements as other Traffic Offender Intervention Program participants, in order to successfully complete the course for the purposes of ITOP. This includes the minimum requirements for attendance and completion of assessment tasks.

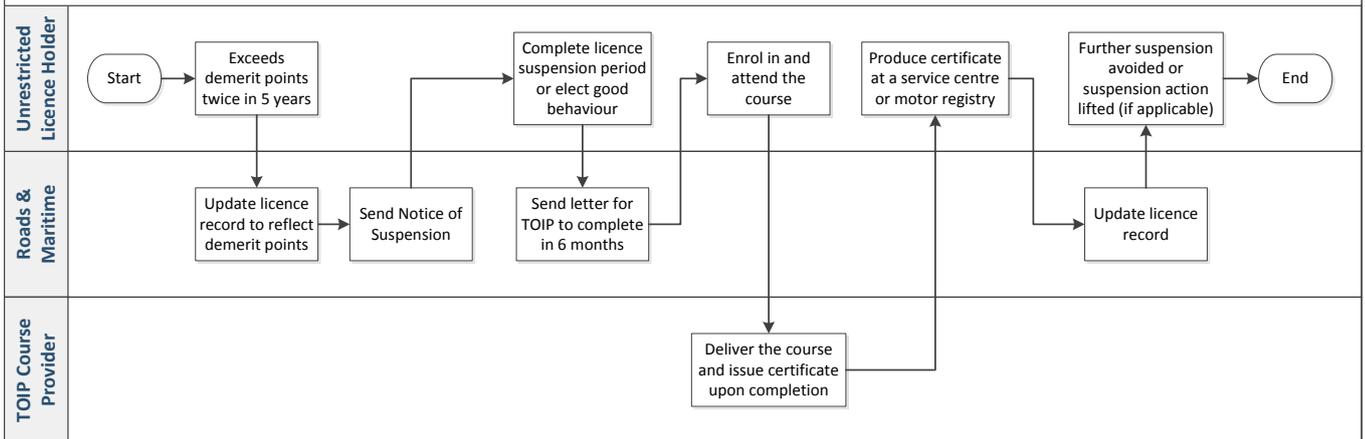
Providers will need to issue ITOP participants with a Roads and Maritime Certificate of Completion to show that they have successfully completed the course. Participants will need to show this certificate at a Service NSW Centre or registry in order to avoid further licence sanctions.

The administration of certificates (detailed below in [How to administer certificates](#)) will be a new administration process to be followed by providers to process ITOP participants.

Administering these certificates will require ITOP participants to bring signed photo identification, and their original Roads and Maritime letter about ITOP requirements (or their Roads and Maritime Customer Number), to the course session in which the certificates will be issued. It is recommended that providers advise participants accordingly.

As ITOP is administered by Roads and Maritime, there is no need to report on ITOP participants to the Department of Justice as is the case for other course attendees. However, for the purposes of annual reporting to the Department of Justice, providers must be able to report on the justice-referred clients independently of any participants coming through other pathways (such as ITOP or self-referral).

## Increased Traffic Offender Penalties for Unrestricted Licence Holders – Example of typical pathway



### 3.3 When an ITOP participant does not complete the course

Certificates of Completion should not be issued unless the course has been completed to the satisfaction of the Provider. A participant who starts but does not complete a course is free to re-enrol in the Traffic Offender Intervention Program with the approved provider or complete a course with another approved provider.

There is no need to record or report to Roads and Maritime on ITOP participants who do not successfully complete the course.

### 3.4 What if an ITOP participant has done Traffic Offender Intervention Program course previously?

If Roads and Maritime notifies an ITOP offender that they need to complete the Traffic Offender Intervention Program driver education course, they must comply with that requirement. If an offender queries the provider about the need to complete the course, because they have recently completed the course for another reason, they should be directed to Roads and Maritime for a response.

It is recognised that over time, some offenders may be required to undergo the course numerous times either as an ITOP offender or at the request of the court.

## 4 How to administer certificates

### 4.1 Step 1. Requesting a booklet of certificates

Roads and Maritime produce the official Certificates of Completion, which come in booklets (see example Certificate at [Appendix A](#)). Roads and Maritime is responsible for printing required certificates and distributing to approved providers.

To order a booklet:

- Email a request or the re-order page to Roads and Maritime (see [Contact us](#) for details)
- Quote the approved provider number and request a booklet of certificates
- The booklet will be mailed to the office address listed on our files, to avoid fraudulent requests
- Upon receipt of the booklet, the approved provider should write their provider number in the box on page 2 of the booklet. This is for course coordinator's reference when filling out certificates.

Provider numbers are allocated when a provider is approved to deliver the course to ITOP participants (i.e. becomes a Roads and Maritime approved provider). A unique provider number is issued for each location in which the course is delivered. For example, PCYC in Redfern will have a different provider number to PCYC in Balmain. If approved providers do not have their provider numbers on hand, they can find out this information from Roads and Maritime (see [Contact us](#) for details).

### 4.2 Step 2. Filling out a Certificate when an ITOP participant completes the course

When an ITOP participant satisfactorily completes the course, approved providers are required to issue them a yellow Certificate of Completion.

Before issuing certificates, approved providers need to be satisfied that the participant has met the minimum requirements for attendance and completion of assessment tasks and any additional requirements imposed by the provider that would normally apply to other Traffic Offender Intervention Program participants.

To issue a certificate:

- The approved provider must fill out a yellow certificate, in pen only (not pencil). The certificates must be issued in sequential order
- For each certificate, the approved provider will need to enter:
  - The participant's name, date of birth, driver licence number and/or customer number (this information is found on the driver licence card or licence suspension documents)
  - The date the participant completed the course (using the date format example 08/08/2008 – please avoid shortening this to 8/8/2008)
  - The approved provider name and location where the course was conducted

- The provider number
- The course Co-ordinator's name and signature
- The provider must fill out the Index Summary Sheet in the front of the certificate booklet (see example Index Summary Sheet at [Appendix B](#)). Approved providers will need to record the certificate number, the name of the participant who received it (first name followed by surname), the participant's licence number or customer number and the date that the participant completed the course, for each certificate issued.

### 4.3 Step 3. Signing and awarding the Certificate

- Both the participant and the course coordinator will need to sign that participant's Certificate
- Verify the participant's signature by comparing it with their photo identification where possible. If there is any doubt about the participant's identity, the course coordinator must not issue the Certificate until the matter is resolved with Roads and Maritime
- Give the participant the Certificate (only the yellow page)
- Underneath the yellow Certificate, there will be a white carbon copy, which approved providers must keep for records and any future audit.

### 4.4 Step 4. Reporting to Roads and Maritime

During the first week of April and first week of October every year, approved providers must make a copy of both pages of the Index Summary Sheet and send the copy to Roads and Maritime (see [Contact us](#) for details).

### 4.5 Step 5. When a booklet is finished

When all the certificates in a booklet have been awarded, approved providers must make a copy of both pages of the Index Summary Sheet and send the copy to Roads and Maritime (see [Contact us](#) for details). For the purposes of record keeping and audit, the booklet along with the original index summary sheet must be securely stored for a period of seven years from the date of last entry.

### Need to cancel or replace a certificate?

If a certificate is filled out incorrectly and needs to be cancelled:

- Write "CANCELLED" in large block letters diagonally across the yellow page, ensuring that a carbon copy is made on the white page behind. The Index Summary Sheet must be similarly endorsed.

If a participant loses their certificate and needs a replacement:

- Write them a new certificate, per the details on the carbon copy of the original
- Also write on the new replacement certificate "Replacement certificate issued in lieu of original number DEC\*\*\*\*\*", inserting the certificate number from the original certificate. The Index Summary Sheet must be similarly endorsed.

## 5 Media enquiries about ITOP

For all media enquiries regarding ITOP, providers should direct the enquiry to the Centre for Road Safety at Transport for NSW (see [Contact us](#) for details).

All media enquiries must be referred to the Centre for Road Safety by close of business on the day that the enquiry is made.

## 6 Frequently asked questions

### **Q. How will ITOP participants know how to find Traffic Offender Intervention Program approved providers?**

A: Roads and Maritime will send a Notice and a letter to licence holders who are subject to the ITOP scheme. Both documents notify the person of ITOP requirements which must be satisfied in order avoid further licence enforcement. The documents direct them to the Roads and Maritime [website](#) for a list of approved course providers for the Traffic Offender Intervention Program.

### **Q. Is there a maximum number of times an offender can be required to complete Traffic Offender Intervention Program or ITOP scheme?**

A: There is currently no maximum number of times a person can be directed through ITOP or the Traffic Offender Intervention Program. Transport agencies will monitor any trends in multiple attendances and determine policy changes where appropriate.

### **Q. Can certificates be administered electronically?**

A: Roads and Maritime intends to replace the hard-copy certification process with an online process as soon as possible. At this stage, there is no estimated timeframe for this change, but we will communicate with providers when we finalise and confirm the arrangements.

### **Q. Who will be entering the course through ITOP?**

A: Unrestricted licence holders (not Provisional or Learner licence holders) who have reached their demerit point limit twice within a five year period.

### **Q. How can I order a new book of completion certificates?**

A: Each booklet has 100 certificates. Approved providers should monitor their individual usage and place a re-order in a timeframe that ensures sufficient stock is always on hand to meet demand. To assist approved providers, future prints of the booklet will include a Re-Order Page. A request (or the completed re-order page) should be referred to the Roads and Maritime Sanctions Unit.

**Q. When do I send a copy of the Index Summary Sheet pages?**

A: These should be sent when all the certificates in the booklet have been issued. The copies should be referred to the Roads and Maritime Sanctions Unit.

**Q. Will Roads and Maritime issue multiple booklets to approved providers?**

A: Roads and Maritime will issue a booklet to all the centres that an approved provider nominates as a deliverer of its course. Each nominated centre may re-order booklets as required.

## 7 Contact us

Type of enquiry	Contact
General enquiries from course participants	Contact Centre Service NSW Roads & Maritime Services 13 22 13
To find out a Customer Number (participant should call) (Note that this can be found on the licence card or suspension documentation)	Contact Centre Service NSW Roads & Maritime Services 13 22 13
General enquiries from course providers	Sanctions Unit Roads & Maritime Services Email: <a href="mailto:trafficunit@rms.nsw.gov.au">trafficunit@rms.nsw.gov.au</a> or Phone: 02 6604 9390 Demerit Points
To find out a Provider Number (provider should call) (Note that this information is sent to the provider along with the first certificate booklet)	Sanctions Unit Roads & Maritime Services Email: <a href="mailto:trafficunit@rms.nsw.gov.au">trafficunit@rms.nsw.gov.au</a> or Phone: 02 6604 9390 Demerit Points
Media enquiries about ITOP	Antonia Kendall, Centre for Road Safety Transport for NSW Email: <a href="mailto:antonia.kendall@transport.nsw.gov.au">antonia.kendall@transport.nsw.gov.au</a> or Phone: 02 8265 7628
To order new certificate booklets	Sanctions Unit Roads & Maritime Services Email: <a href="mailto:trafficunit@rms.nsw.gov.au">trafficunit@rms.nsw.gov.au</a> or Phone: 02 6604 9390 Demerit Points
To submit index sheets from the certificate booklets	Sanctions Unit Roads & Maritime Services Email: <a href="mailto:trafficunit@rms.nsw.gov.au">trafficunit@rms.nsw.gov.au</a> or Fax to 02 6640 2899

# Appendix A – Example Certificate



Transport  
Roads & Maritime  
Services

## DRIVER EDUCATION COURSE CERTIFICATE OF COMPLETION

DEC

This is to certify that

	/ /
--	-----

*Participant's name (first name, surname)*

*Date of Birth (dd/mm/yyyy)*

--	--

*Participant's Customer/Licence number*

*Participant's Signature*

has satisfactorily completed the  
**DRIVER EDUCATION COURSE**

on

/ /
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*(Date (dd/mm/yyyy))*

conducted by

--	--

*Provider's name and location*

*Provider number*

--	--

*Course Co-ordinator name*

*Course Co-ordinator's signature*

Cat. 45071897 (1/01/15)

Privacy Statement : The Provider is collecting your personal information on this Certificate in connection with your participation in the Driver Education Course. The Provider may provide a copy of this Certificate to Roads and Maritime Services or share information on this Certificate for audit or investigation purposes. You may contact the Provider if you wish to access or amend your personal information held by it or to lodge a privacy complaint.

# Appendix B – Example Index Summary Sheet

Index Summary Sheet

#	Certificate No.	Participant name	Participant Licence/ Customer No.	Completion date
1				/ /
2				/ /
3				/ /
4				/ /
5				/ /
6				/ /
7				/ /
8				/ /
9				/ /
10				/ /
11				/ /
12				/ /
13				/ /
14				/ /
15				/ /
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41				/ /
42				/ /
43				/ /
44				/ /
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50				/ /

[rms.nsw.gov.au](http://rms.nsw.gov.au)

[contactus@rms.nsw.gov.au](mailto:contactus@rms.nsw.gov.au)

Customer feedback  
Roads and Maritime  
Locked Bag 928  
North Sydney NSW 2059

RMS 15.569

## Document information

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<b>Title:</b>	TOIP Operating Guidelines
<b>Business Centre:</b>	Strategy and Policy
<b>Author:</b>	Offender Strategy / Centre for Road Safety
<b>Approver:</b>	Secretary
<b>Date of Effect:</b>	15 September 2017
<b>Next Review Date:</b>	16 September 2019
<b>Key Words:</b>	Traffic offender , traffic offence , TOIP , TOP, intervention program

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## 13 Document history

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Version	Date	Reason for Amendment
Draft	April 2017	Draft operating guidelines for consultation following review into TOIP
Final Draft	September 2017	Final draft operating guidelines for Secretary's approval
Final	15 September 2017	Operating Guidelines approved by the Secretary

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