

Conversation Follow Up



**moving
rightalong**

Are you worried about someone's driving?



Government of South Australia

Department of Planning,
Transport and Infrastructure



Providing support and feedback is an important and effective way to reinforce changes and building follow up discussions into the process also provides opportunities to respond to any difficulties encountered.

To prepare for how to best support the person through changing their driving patterns or retiring from driving you may want to consider:

Who can provide ongoing encouragement and support and how will this happen? Are there other family and friends that it would be beneficial to make aware that the person is reducing or retiring from driving so that they can assist with transport when opportunities arise?

You may find that there are expectations to continue to drive from someone's social network. Consider notifying others to create awareness of these changes. Consider areas of conflict between the support network .i.e. Will someone feel what is being asked is unfair/too much?

Why is there a need to follow up? Experiencing success when trying new transport options often encourages people to continue the new behaviour. You can identify what's working well, and help to trouble shoot any problems encountered and provide alternative options if what was tried doesn't work well. Remember to celebrate any successes.

When and **where** will you check in with them to see how they're going with the plans regarding their driving? It may help if this is at a specific time, such as in one week. This is a good time to help them work through any issues they may have encountered. Even after the first check in, it can be helpful to follow up with someone a few different occasions to check they haven't encountered any other issues along the way.

Consider **where** would be a comfortable place to have the conversation. Again, avoiding any high stress time, particularly during or directly after any driving incidence.

Starting the conversation to check-in and support someone can be as simple as a relaxed chat and asking them, "**how are things going?**" in relation to the plans made regarding their driving.



Below are some scenarios you may encounter when following up and supporting someone.

The person doesn't want to continue with the plan.

- Ask what has led them to this decision. Ask what concerns them most about the plan / changes.
- Try and identify any issues they may have faced.
- Be realistic when identifying solutions. If necessary, revisit what other travel options may be available for certain trips.

Try asking *“What has made it difficult from continuing with catching the bus to lawn bowls? What would make it easy to continue doing that?”*

- Ask the person to trial the travel alternative for a specific amount of time / occurrences
- Remind them of their legal obligations if they chose to continue to drive.

The agreed plan is working well.

- Celebrate the success. e.g. Acknowledge what they have been doing is working well.
- Explore if there is any further positive changes or desire to trial other transport options
- Discuss the back-up option if things don't go according to plan into the future
- Continue to check in regularly.

