

# BEHAVIOUR CHANGE PROGRAM TERMS & CONDITIONS

## Conditions of Attendance

As a participant in the BCP we require the following from you:

- Bring your ID and any concession card (if eligible) to your first session.
- Attend and participate in the program unaffected by alcohol or drugs. Participating in the program under the influence of alcohol or other drugs is strictly prohibited. If you attend under the influence of drugs or alcohol you will be asked to leave and will forfeit any fees paid.
- Adhere to the no smoking requirements at our sites.
- Adhere to all COVID safe procedures at our sites.
- Attend on time. If you arrive late, you will not be admitted to the session and may forfeit any fees paid.
- Attend all sessions to complete the program.
- Attend on your own. Friends and family are not permitted to accompany you to the course (this includes courses delivered online).
- Actively engage in the learning program, contribute to group discussions, fill out the questions and complete the activities in your handbook. If you do not actively engage in the course you will not successfully complete the program.
- Contribute to a safe and inclusive learning environment. Disruptive and aggressive behaviour will not be tolerated. If you exhibit disruptive or aggressive behaviour you will be asked to leave and will forfeit any fees paid.
- Be respectful to the facilitator and all other program participants.
- Respect the rights and privacy of other program participants and not disclose personal information (including names) of other group participants to people outside of the group.

In the case that government mandated COVID-19 restrictions are enforced TaskForce reserves the right to change the program delivery from face-to-face training to online delivery. As a participant you will need to be prepared to accommodate this change if required.

## Cancellation and Refund Policy

- The BCPs are in high demand and there are non-refundable fees which apply to **all** program cancellations. These are:
  - \$75 Administration Fee.
  - \$67 VicRoads Recovery Fee (\$34 Concession).
- If you need to cancel a booking, you must provide a minimum of 5 business days' notice before the commencement of the first session to receive a refund (total fees paid minus the



non-refundable fees detailed above). If you do not give 5 business days' notice you will be ineligible for a refund.

- If you cannot attend the program because you are unwell you are required to present a medical certificate within 5 days of the program commencement date to be eligible to transfer to another program in line with our Transfer Policy.
- Where attendance is cancelled by TaskForce due to a breach of the Conditions of Attendance (detailed above) you will be ineligible for a refund and ineligible to transfer to another Behaviour Change Program provided by TaskForce.
- If you fail to attend any of the course dates without a medical certificate, or are late to any session and not granted entry, you will be ineligible for a refund.

## Transfer Policy

- Payment is a reservation for a spot in the program on the specific dates booked. We require you to attend on the dates booked. If you wish to transfer to another advertised date, you must provide TaskForce with at least 5 business days' notice of the first session. If there are vacancies in future sessions and sufficient notice has been provided, we will accommodate your request without charge.
- Transfers requested with less than 5 business days' notice may result in forfeiting fees paid unless you can provide documented evidence of your absence, such as a medical certificate.
- If you attend the first session and then are unable to attend subsequent session(s) but can provide documented evidence of the reason for your absence, such as a medical certificate, transfer to another group may be possible but will incur a \$150 transfer fee.
- If you do not provide TaskForce with sufficient notice or documented evidence to support your need to transfer you will forfeit all fees paid and will be required to rebook and repay the full cost.

## Privacy Policy

### Collection and storage of information

TaskForce collects and stores your information to ensure we are able to provide you with the best service and to meet our legal requirements. We will collect and use your information for the purposes of our internal reports and for any VicRoads Program evaluation processes. If we use any of your information to evaluate our programs, we will only present group results, in which your name and any identifying details about you have been removed.

We may be provided with information about you from a third-party such as VicRoads or the Courts. If we need to contact another provider or organisation to obtain any of your information, we will ask for your permission first and request that you sign a consent form. You do not have to give permission for this.

We store your information securely. Wherever possible, it is stored in a secure, electronic file within Australia.



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## Release of information

TaskForce will provide VicRoads and the Courts with a copy of your Certificate of Completion of the Behaviour Change Program, and any referral recommendations our facilitators make. We will only release information about you to others outside TaskForce, our partner services, VicRoads and the Courts, if you agree.

## Disclaimer

The 'Drink and Drug Driver Behaviour Change Program' is a program approved by VicRoads under the Road Safety Act 1986. TaskForce is one of a number of providers approved by VicRoads to deliver Drink and Drug Driver Behaviour Change Programs. For more information, please go to <https://www.vicroads.vic.gov.au>

VicRoads, of the Roads Corporation, is the owner of the Intellectual Property Rights to the Behaviour Change Program as well as the 2 Hour Pre-Interlock Removal Program Material, and as such TaskForce does not guarantee the standard, quality, validity, suitability, appropriateness, completeness or accuracy of any of the associated data, content and information. Furthermore, TaskForce does not accept any responsibility, accountability or liability for any loss, damage, cost or expense, whether direct or indirect (including but not limited to legal costs and defence of or settlement of claims or consequential loss or damage) negligence or otherwise, which may be suffered or may result from or in connection with the use of the VicRoads, of the Roads Corporation Behaviour Change Programs Material or from participation in the respective Programs.

## Feedback and Complaints

We appreciate feedback, positive and negative. To provide us with feedback or make a complaint you can:

- Speak to the course facilitator, always being respectful.
- Provide feedback using the [Contact Us form](#) on our website. You can do this anonymously if you wish.
- Lodge a complaint directly with VicRoads. Details on how to do this can be found [here](#).

