

ADAPT - Conditions of Attendance- 2025

www.adaptbehaviourchangeprogram.com.au

Attending Behaviour Change Program with ADAPT

You are required to provide a photo ID that identifies your name and address. For additional details please visit:

<https://www.vicroads.vic.gov.au/licences/evidence-of-identity/types-of-identity-documents>

BCP requirement Letter from VicRoads

You **Must** Provide ADAPT with a letter confirming your BCP requirement prior to starting session. It is your responsibility to book into correct BCP. Once details are registered with VicRoads, fees are non-refundable. The letter can be obtained by emailing your ID details to DDD@transport.vic.gov.au

Alcohol and Other Drugs

Attendance whilst under the influence of alcohol and other drugs is not permitted. Drug and/or alcohol should not be consumed prior to attending programs as this may affect your ability to focus and actively part take in session.

Lateness

Late arrivals cannot be guaranteed entry to a session. Please plan to be at session at least 5 minutes prior to the scheduled starting time for registration and to allow sessions to commence and finish promptly.

Missed Sessions

Session 1 of the program must be completed first followed by the second 2 & 3. Missing any session of the program for whatever reason(s) will result in exclusion from the entire program. **You cannot complete sessions at split venues.** You will be required to be **rebook & repay** into another session. (Full fee applies, unless you can provide a medical certificate for that date for subsidized fee). No refund is given for missed sessions, and you will be required to reattend all session into the new BCP. PS ADAPT cannot guarantee vacancy in BCP straight away. Wait times may apply.

Fees

ADAPT reserves that right to charge participants the program fee according to its policies.

Concession card holder discount is available (Social Securities Act 1991) **Please Note:** as per your registration letter you are required to pay a government fee to ADAPT. This fee is then forwarded to VicRoads as per legislative requirement. Payment plan available via ADAPT approval.

ADAPT Fee refund Policy.

A refund is only provided, should ADAPT cancel a BCP session due to unforeseen circumstance prior to start date. An alternative session will be offered to you however if the alternative is unsatisfactory a 'full refund' of your fees will be provided within 7 days of the cancellation.

Government Fee and Collection Process

\$67 full fee \$34 – concession card holder (Social Securities Act 1991)

PS: as per your registration letter you are required to pay a government fee to ADAPT. This fee is then forwarded to VicRoads as per legislative requirement. **This fee is non-refundable should you cancel/change your booking.**

Government Fee Refund Policy

Under section 58N of the RS Act, full refund of the government fee will be provided should ADAPT fail to provide the participant the first stage of BCP within the agreed timeframe as registered and/ or unable to provide alternative to suits the needs of the participant.

Booking Cancellation/Change Policy.

A \$50 administration fee applies to all changes and/or cancellation **5 days prior to the** program start date. Whilst we understand changing circumstance, please note that we can't guarantee a spot for you within the same month if you make changes to your bookings. BCP's are in high demand and spaces are extremely limited. There is NO REFUND for any changes or cancellations made within 48 hours (2 days) of the program start date.

Behaviour & Code of Conduct

Participants who behave in a disruptive, threatening manner, or who attend an BCP session under the influence of alcohol or other drugs shall be excluded from or be asked to leave the session. In such situation, the participant shall be excluded from any future attendance at the program or any other program with ADAPT. Please Note: fees for persons who are asked to leave a session are non-refundable. It is ADAPT's duty of care to provide a 'reasonably safe environment' to all participant thus failure to adhere to these conditions will result in exclusions from any future session/program. No refund of BCP fees will be provided. **Any aggressive or threatening behaviour toward staff and/or participant will be reported to authorities.**

Privacy

All information that you volunteer during the program is strictly confidential and shall not be released to anyone without your written consent. At the completion of the Behaviour change Program, you will be issued with a Certificate of Completion verifying that you have successfully completed your BCP requirements. VicRoads portal will be updated with Certificate of Completion details within 24 hours of BCP being completed, provided all fee have been paid.

ON_LINE Conditions of Attendance- read in conjunction with above

- You need to be fit and proper for participation in the program, as if the program was being facilitated in-person. **(uninterrupted)**
- You need to have a suitable device with adequate internet connection; a mobile phone is not appropriate (where there is limited speed).
- You need to check that both your audio and video is working prior to joining the zoom meeting/program. (It is ADAPT Policy that camera must be on at all times whilst attending online session)
- You are required to use a quiet and private space when attending the program online (this means that you cannot be an area in which other people are in the background (even if the other people remain quiet and/or out of sight) for privacy.

- You may **download** *free* Zoom Meeting App, on your device and register an account. It can be accessed via WiFi or mobile data (check with your provider for chargers apply) <https://zoom.us/download>.
- An invitation for you to join the group will be sent to your phone or email 24 hours prior to session. You **MUST** accept this invitation to part take in session.
- For Interlock Removal BCP, you **MUST** have 5 performance start on your AIMS to enrol into BCP.

<https://www.vicroads.vic.gov.au/licences/demerit-points-and-offences/drink-and-drug-driving-offences/alcohol-interlock-management-system>

ADAPT reserves that right to deny participants entry into any future BCP if you are in breach of above conditions.

Please Note: By making payment you acknowledge and accept the above, conditions of attendance and cancellation/change policies.