

Client Responsibilities and Course Expectations

Documentation

- On the first day of the program – you must produce documentation that confirms your eligibility and identity.
- You are required to produce the letter VicRoads provided to you advising that you attend this program.
- You are also required to produce a current Victorian Driver's License, Victorian Learners Permit or a current passport. (If you cannot produce any of these documents – please contact Uniting ReGen a week prior to attending the program to organize alternative arrangements.)
- Failure to produce these documents on the First day – will result in not being admitted into your scheduled behavioral change program.

Alcohol and other drugs

- Attendance while under the influence of alcohol or other drugs is not permitted. Failure to observe these conditions will result in exclusion from the session/program and a requirement that you will undertake alcohol and drug counseling before being able to complete the program.
- Furthermore, being in possession of and offering other course attendees' illicit substances will result in being asked to leave immediately and police will be contacted. This behavior is inappropriate and if asked to leave, clients shall not be eligible for a reimbursement of fees.

Lateness

- Late arrivals are not guaranteed entrance. Arrive at least fifteen minutes prior to the scheduled time to allow assessments/sessions to commence and finish on time.

Missed Sessions

- Any appointment that is missed, for whatever reason, will need to be re-scheduled and may delay your completion of the program. Missing the first session of an education program will result in exclusion from the entire program and a need to be re-booked into a future program.

Conduct

- Clients who behave in a disruptive, unruly fashion or who attend an appointment under the influence of alcohol or other drugs will be asked to leave that session and will not be eligible for reimbursement of fees
- All participants are expected to respect the rights and privacy of all group members. This includes non-disclosure of others personal information. This includes but is not limited to people's names and circumstances.

Refusal to Leave

- Clients who refuse to leave when requested to do so shall be excluded from any further attendance at the program.

Smoking

- Smoking shall not be permitted at any time in the area where education program sessions are conducted. There is a designated smoking area outside the building.

Certificates

- Drug Drive Behaviour Change Program certificates of completion shall only be issued once all components of the program are completed and all fees have been paid.

Release of Information

Uniting ReGen adheres to privacy and confidentiality requirements, as part of this process, you have given verbal consent to:

- share information with VicRoads in order for you to complete this program
- where needed, allow a support person or interpreter for a group member to be present in during the program
- where necessary, for the facilitator to be video recorded for quality control processes (the focus of this video is on the facilitator and will not visually record group participants
- from time to time Uniting ReGen may have an observer learning the program to be in attendance
- When you attend the program you will be required to sign a formal Release of Information to VicRoads and Consent Form before the program commences.