



CANCELLATION POLICY

Purpose:

This policy outlines the process for cancelling services with Little Petal, whether initiated by families or by the organisation. It ensures the accurate maintenance of records, appropriate communication with families, and effective use of service vacancies for those awaiting placement. Little Petal reserves the right to terminate enrolments or service provisions when deemed necessary.

Scope:

This policy applies to all services provided by Little Petal, including in-home child care and other related services. It is relevant to families, Family Engagement and Support Educators, and all staff involved in the delivery or administration of these services.

Policy Objectives:

- To provide a clear process for families to cancel their services with adequate notice.
- To ensure that Little Petal communicates reasons for service termination when initiated by the organisation.
- To maintain compliance with organisational policies and protect the safety and well-being of children, families, and staff.

Guidelines:

1. Ending Enrolment by Families:

Families wishing to terminate their child's enrolment or other services must:

- Provide a minimum of 48 hours' notice in writing via email to contact@littlepetal.com.au.
- Participate in an exit interview and provide feedback on the services received.
- Ensure that all outstanding fees are settled prior to the end of their child's enrolment.

2. Cancellation by Little Petal:

Reasons for Service Termination:

While cancellations are typically family-initiated, the Approved Provider may terminate enrolment or service provisions due to:

- Non-payment of fees or failure to adhere to the fee payment policy.
- Lack of cooperation with Family Engagement and Support Educators, Social Workers, or Little Petal staff in resolving issues or addressing the child's needs through meetings or conferences.
- Abusive, intimidating, or inappropriate behaviour by parents/guardians toward staff or other children (immediate termination).
- Abusive behaviour by children toward staff or peers that poses a threat to safety (immediate termination).
- Situations where the child becomes a danger to themselves, others, or staff.
- Medical, psychological, or other needs of a child that exceed the resources or expertise of Little Petal. In such cases, the Approved Provider will collaborate with the family and external professionals to determine the best course of action.
- Non-compliance by parents/guardians with referrals to additional services when deemed necessary.
- Persistent failure to follow Little Petal policies and procedures, impacting service delivery.
- Professional advice indicating a child is in psychological distress due to an inability to settle into care.

Process for Termination by Little Petal:

- Families will be notified in writing of the reasons for termination.
- Whenever possible, Little Petal will work with families to explore alternative solutions before termination.
- Immediate termination may occur in cases of safety threats or abusive behaviour.

3. Short Notice Cancellations:

- Families must provide a minimum of 24 hours' notice to cancel an appointment, in-home childcare session, or any other service provided by Little Petal.
- If a Family Engagement and Support Educator or other staff member arrives at the scheduled time and the family or participant is not home, and a reasonable waiting time has elapsed, the absence will be considered a "no show."
- The full fee (100%) will be charged to the family or participant for "no show" appointments.

Exclusion of Children:

Little Petal prioritises communication and support to address challenges before considering exclusion from services. Exclusion will only occur after exhausting all other avenues, such as:

- Providing resources and referrals to external services.
- Holding meetings with families to develop action plans for addressing concerns.
- Implementing additional supports within the service to meet the child's needs.

Monitoring and Review:

- **Policy Review:** This policy will be reviewed annually or as required to align with organisational goals and legal standards.
- **Amendments:** Any updates will be communicated to families and staff promptly.

Conclusion:

This Cancellation Policy ensures a transparent, fair, and respectful process for ending service arrangements with Little Petal. By adhering to this policy, families and staff contribute to a cooperative and professional environment that prioritises the well-being of all involved.

For further clarification or assistance with this policy, families and staff are encouraged to contact the Approved Provider.

Revision History:

Revision Date: 01/11/2022, 01/03/2023, 06/01/2025

Next Review Due: 06/01/2027