



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 **48 hours' notice** to cancel an appointment, in-home childcare session, or any other service provided by Little Petal.

Little Petal acknowledges that unexpected illness and unforeseen circumstances can arise. In these situations, families are asked to notify the organisation as soon as practicable. Consideration regarding cancellation fees in these circumstances will be determined *at the discretion of Little Petal on a case-by-case basis*, taking into consideration staffing, travel, and resources already allocated to the scheduled support.

3.1 Illness and Infectious Diseases

To support the health, safety, and wellbeing of children, families, and staff, families are required to notify Little Petal as soon as possible if a child, parent/guardian, or other household member is unwell with a contagious illness, virus, infection, or symptoms that may place others at risk.

Where possible, Little Petal respectfully requests a minimum of 24 hours' notice prior to the scheduled support or service where illness may impact attendance or service delivery.

Little Petal reserves the right to cancel, postpone, or cease a support session if, upon arrival, a Family Engagement and Support Educator (FESE) or staff member determines that a child, participant, or household member appears unwell and attendance may place others at risk of illness transmission.

This decision may be made to protect:

- the health and wellbeing of Little Petal staff;
- children and families supported by the organisation, including those with compromised immunity; and
- the broader community.

If a Family Engagement and Support Educator (FESE) or other Little Petal staff member becomes unwell and is unable to attend a scheduled support, Little Petal will endeavour to arrange an alternative FESE or suitable staff member where operationally possible. However, replacement staff cannot always be guaranteed at short notice. In these circumstances, Little Petal will communicate with families as soon as practicable regarding cancellations, rescheduling options, or alternative arrangements.

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 DATE	19/05/2026
REVIEW DUE	06/01/2027
AMENDMENTS	Short notice cancellation updated and added Illness and Infectious Diseases section