Review Date
30/10/2027

CANCELLATION POLICY

Purpose

This policy outlines the process for cancelling services with Little Petal, whether initiated by participants, clients, families, or the organisation. It ensures accurate record keeping, appropriate communication, and the effective management of service availability. Little Petal reserves the right to discontinue services when considered necessary.

Scope

This policy applies to all services provided by Little Petal. It is relevant to participants, clients, families (where applicable), support staff, practitioners, and all employees involved in the delivery or administration of services.

Policy Objectives

- To provide a clear process for participants, clients, or families to cancel services with appropriate notice.
- To ensure Little Petal communicates the reasons for service termination when initiated by the organisation.
- To maintain compliance with organisational policies while protecting the health, safety, and wellbeing of participants, families, visitors, and staff.

Guidelines

1. Ending Services

Participants, clients, or families wishing to discontinue services must:

- Provide a minimum of 48 hours' written notice via email to contact@littlepetal.com.au. Where appropriate, participate in an exit discussion or provide feedback regarding the services received.
- Ensure any outstanding fees or charges are settled before services conclude.

2. Cancellation by Little Petal

Reasons for Service Termination

Little Petal may discontinue services where necessary, including but not limited to:

- Non-payment of fees or failure to comply with the fee payment policy.
- Ongoing lack of cooperation with Little Petal staff or external professionals in addressing support needs.
- Abusive, threatening, intimidating, or inappropriate behaviour towards staff, participants, or others.
- Behaviour that places the safety or wellbeing of staff, participants, or others at risk. Support needs that exceed the resources, expertise, or scope of services provided by Little Petal. Where appropriate, referrals to alternative services will be discussed.
- Failure to engage with recommended supports or referrals where these are essential for effective service delivery.
- Persistent non-compliance with Little Petal policies and procedures that impacts service delivery.
- Professional advice indicating that continuing the service is not in the best interests of those involved.

Process for Service Termination

- Little Petal will notify participants, clients, or families in writing of the reasons for service termination.
- Wherever possible, Little Petal will work collaboratively to explore alternative solutions before discontinuing services.
- Immediate termination may occur where there are significant safety concerns or serious misconduct.

3. Short Notice Cancellations

Participants, clients, or families are required to provide a minimum of 48 hours' notice when cancelling a scheduled appointment, support session, or other service.

Little Petal recognises that unexpected illness and unforeseen circumstances can occur. In these situations, participants, clients, or families are asked to notify Little Petal as soon as practicable.

Any cancellation fees in these circumstances will be considered at the discretion of Little Petal on a case-by-case basis, taking into account staffing, travel, and resources already allocated.

3.1 Illness and Infectious Diseases

To support the health, safety, and wellbeing of everyone involved, participants, clients, families, or representatives are required to notify Little Petal as soon as possible if anyone attending or participating in the service is experiencing a contagious illness, infection, virus, or symptoms that may place others at risk.

Where possible, Little Petal requests a minimum of 24 hours' notice if illness may affect attendance or service delivery.

Little Petal reserves the right to postpone, cancel, or cease a service if a staff member reasonably believes attendance presents a health or safety risk.

This decision may be made to protect:

- Little Petal staff.
- Other participants, clients, families, and visitors.
- Individuals with compromised immunity or increased health risks.
- The broader community.

If a scheduled staff member becomes unwell and is unable to attend, Little Petal will endeavour to arrange a suitable replacement where operationally possible. However, replacement staff cannot always be guaranteed at short notice. Where this occurs, Little Petal will communicate as soon as practicable regarding cancellations, rescheduling, or alternative arrangements.

If a staff member attends a scheduled appointment and no one is present after a 20 minute waiting period, the appointment will be considered a "no show."

The full service fee (100%) may be charged for no-show appointments.

Service Continuation

Little Petal is committed to working collaboratively with participants, clients, and families to resolve concerns before considering service discontinuation. Where appropriate, this may include:

- Providing information, resources, or referrals to other services.
- Holding meetings to discuss concerns and develop action plans.
- Implementing reasonable adjustments or additional supports where practicable. Reviewing service arrangements to ensure they continue to meet the needs of all parties.

Monitoring and Review

Policy Review: This policy will be reviewed annually or sooner if required to reflect legislative, operational, or organisational changes.

Amendments*:* Any updates to this policy will be communicated to participants, clients, families, and staff as appropriate.

Conclusion

This Cancellation Policy promotes a transparent, fair, and respectful approach to ending service arrangements with Little Petal. By following this policy, participants, clients, families, and staff contribute to a professional environment that supports effective service delivery and the wellbeing of everyone involved.

For further information or clarification regarding this policy, please contact Little Petal.

Contact Info

Phone - 82467114
Email - contact@littlepetal.com.au