



POLICY NO. AP 3.1.10 COMMUNITY ENGAGEMENT PROGRAMS CANCELLATION

PURPOSE To determine the circumstances in which people enrolled in Community Engagement programs will be eligible to receive a refund.

POLICY STATEMENT

When a person wishes to cancel their enrolment in a Community Engagement program, they may be eligible for a refund, as detailed below.

1. If more than one week’s notice of cancellation is provided, the participant is eligible to receive a full refund or credit.
2. If less than a week’s notice of cancellation is provided, the participant will not be eligible to receive a refund or credit other than for exceptional circumstances which must be detailed in writing to the City. Examples include, but are not limited to, illness and family emergencies.
3. A participant may, at any time, cancel their enrolment in a program and nominate a substitute participant to attend in their place (provided the substitute participant meets any / all other program registration requirements).

GOVERNANCE REFERENCES

Statutory Compliance	Nil.
Industry Compliance	Nil.
Organisational Compliance	Nil.
Process Links	Nil.

POLICY ADMINISTRATION

Directorate		Officer Title		Contact:	
Community Engagement		Director Community Engagement		9397 3090	
Risk Rating	Low	Review Cycle	Triennial	Next Due:	2024
Version	Decision Reference	Synopsis			
1.	OCM 431/11/9/2007	Adopted			
2.	OCM 386/24/08/2010	Reviewed and amended.			
3.	OCM 415/24/09/2013	Reviewed and amended with grammatical changes to improve clarity.			
4.	OCM 382/23/09/2014	Reviewed and amended to enable a participant's fees from a cancelled program to be carried forward to a future program.			
5.	OCM 373/22/09/2015	Revoked as a Council Policy and changed to an Admin Policy.			
6.	Exec Team Meeting 09/07/2018	Reviewed with no amendments.			
7.	Exec Team Meeting 09/08/2021	Reviewed with amendments to refund entitlements.			