



POLICY NO. AP 3.1.10

**POLICY STATEMENT 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

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: 2027	
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.		
8.	Exec Team Meeting	15/07/2024	Reviewed with no amendments.		