

SCHEDULE 2: SCHOOL HOLIDAY ONLINE MENTORING

I CAN NETWORK LTD.

CANCELLATION POLICY

Approval Date	Approved 22 November 2023 by CEO
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2.1. No fees will be incurred if a cancellation notice is received 14 calendar days before the start of Session #1.

I CAN Network will waive the participant's fee if they provide a 14-day notice of cancellation before the start date of the I CAN Online Group Mentoring Program.

2.2. There will be an administrative fee of \$145 applied for any cancellations made with less than 14 calendar days' notice.

If a participant requests to withdraw completely from the I CAN Online Group Mentoring program less than 14 days before the first session, an administration fee of \$145 will be charged.

2.3. A \$145 administrative fee will be charged if a notice of cancellation is provided within 12 hours from the end of Session #1.

Participants who choose to withdraw from the I CAN Online Group Mentoring Program within **12 hours after the end of Session #1** (regardless of whether they attended or completed the session) will be charged a \$145 administration fee.

2.4. A cancellation fee of \$291 will be applied if a notice of cancellation is provided 12 hours after Session #1.

Participants who withdraw from the program after Session #1 and do not do so within 12 hours from the end time of Session #1 will be charged the full fee of \$291.

It is important to point out that NDIS participants have the option to claim a cancellation fee for the full amount from their plan.

Any participant who misses a session will lose the opportunity to attend that session and will not receive a refund or reduction in the invoice total.

2.5. Missed sessions (partial attendance)

If a participant is unable to attend a session, the cost is still expected to be paid, and no discounts or makeup sessions will be provided.

If you fail to notify us within the specified time limits and do not attend any sessions, you are still responsible for covering the cost, as we have incurred expenses for staffing and program operations.

2.6. Note for NDIS Participants:

A cancellation fee may be applied against a participant's plan, and the full program fee can be reimbursed by the NDIS even if the participant does not attend.

In the event of a missed session, the participant is still obligated to pay the associated cost. Failure to notify us within the designated timeframe and not attending any sessions will still result in being responsible for the cost.

If there are obstacles preventing the use of NDIS funds, then the individual will be personally accountable for the program expenses.

Failure to submit payment for an outstanding invoice will prompt the I CAN Network to initiate communication with the NDIS Quality and Safeguards Commission in order to retrieve the funds that are owed from your NDIS Plan. It is important to be aware that this action may impact your ability to independently manage your future plans, often resulting in the removal of the option for self-management.

I CAN NETWORK LTD. ICT POLICY

Information and Communication Technologies (ICT) Agreement

At the I CAN NETWORK we support the right of all participants to access safe and inclusive learning environments, including digital and online spaces. This form outlines the I CAN Networks roles and responsibilities in supporting safe digital learning, as well as the expected behaviors we have of our participants when using digital or online spaces.

When I use digital technologies, I **communicate respectfully** by:

- always thinking and checking that what I write or post is polite and respectful
- being kind to my friends and other participants and thinking about how the things I do or say online might make them feel.
- not sending mean or bullying messages or forwarding them to other people.
- ensuring that the zoom username is not my full name or anything that is not respectful including swear words or using other people's names

When I use digital technologies, I **protect personal information** by being aware that my full name, photo, birthday, address, phone number and gaming identities is personal information and is not to be shared online. This means I:

- protect my friends' information in the same way and do not request the information from them
- protect my passwords and don't share them with anyone except my parent
- never answer questions online that ask for my personal information
- never share personal social media and blogging accounts or information

When I use digital technologies, I **respect myself and others** by thinking about what I share online. This means I:

- stop to think about what I post or share online, this includes chat spamming
- ensuring that the content that I post is not considered offensive, abusive or indecent in nature
- use spaces or sites that are appropriate, and if I am not sure I ask a trusted adult for help

- protect my friends' full names, birthdays, school names, addresses and phone numbers because this is their personal information
- speak to a trusted adult if I see something that makes me feel upset or if I need help
- speak to a trusted adult if someone is unkind to me or if I know someone else is upset or scared
- don't deliberately search or share something rude, pornographic or violent
- turn off or close the screen if I see something I don't like and tell a trusted adult

I AGREE TO BE POLITE, SAFE AND RESPONSIBLE AND ETHICAL USER OF DIGITAL TECHNOLOGIES. A BREACH IN THIS AGREEMENT MAY RESULT IN TERMINATION OF YOUR PROGRAM SPOT.