I CAN ONLINE PROGRAM INELIGIBILITY POLICY

Approved by CEO - 13 July 2026

Purpose

This policy outlines the circumstances under which a participant (young person or parent/guardian) may be deemed ineligible to enrol in, continue with, or return to any program. The aim is to ensure a safe, respectful and financially sustainable program environment for all young people and staff.

1. Non-Payment of Program Fees

1.1 Participants are required to pay all program fees by the due date outlined in the Service Agreement or invoice.

1.2 Failure to make payment, or failure to enter into an agreed payment plan, may result in:

- Suspension from the program, or
- Ineligibility for future program enrolments until outstanding fees are paid.

1.3 Participants with unresolved or ongoing non-payment issues may be deemed ineligible for future intakes.

2. Inappropriate Behaviour

To maintain a safe and welcoming environment, all participants (young people and parents/guardians) must behave respectfully toward staff and peers at all times.

2.1. Behaviour Toward Staff or Young People

Participants may be deemed ineligible if they engage in behaviour that includes, but is not limited to:

- Verbal, written, or online harassment.
- Intimidation, threats, or bullying.
- Disrespectful, aggressive, or abusive behaviour.
- Persistent disruption to the program environment.

2.2 Inappropriate Language and Conduct

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Ineligibility may also apply where a participant uses or displays behaviour that directly breaches our ICT Agreement, including but not limited to:

- Offensive, discriminatory, or inappropriate language.
- Inappropriate or unsafe conduct during sessions.
- Any behaviour that compromises the wellbeing, safety, or comfort of staff or young people.

3. Process for Determining Ineligibility

3.1. Concerns regarding behaviour or payment will be reviewed by program leadership or management.

3.2. Where appropriate, the participant and/or parent/guardian will be notified and given an opportunity to address or rectify the issue.

3.3. Immediate ineligibility may apply in cases involving serious safety concerns, harassment, or repeated breaches of conduct.

3.4. Where appropriate, decisions regarding ineligibility will be communicated in writing.

3.5 The record of ineligibility will be documented and stored in I CAN Network's Customer Relationship Management system (Salesforce).

4. Reinstatement

4.1 Reinstatement to a program may be considered if:

- Outstanding fees are paid in full or a payment plan is established, and/or
- The participant demonstrates a willingness to adhere to program expectations.
- Via the *In-Take Appeal Policy* (See I CAN Policies; section 5. Appeal Process)

4.2 Reinstatement is at the discretion of I CAN Network Ltd.

5. Appeal Process

5.1 In accordance with the *In-Take Appeal Policy*, an appeal can be lodged in regard to a decision made as a result of an in-take process in which managers have screened the suitability of I CAN service/s to an Autistic person.

5.2 An appeal cannot be made by someone who has not participated in an in-take process.

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5.3 Individuals may lodge an appeal by submitting their grounds for appeal in writing to the Appeals Officer (appeals@icannetwork.com.au). If the appeal relates to alleged discrimination, it must reference the relevant section of the *Disability Discrimination Act 1992*.

5.4 The Appeals Officer[1] will advise the individual of the process and confirm whether the appeal hearing will occur in person, online, or by another agreed method. During the hearing, the panel will review all relevant documentation and provide opportunities for all parties to present their views. Summary notes will be recorded.

5.5 After considering the information, the panel will determine whether the appeal is upheld, rejected, or requires a full or partial rehearing.

6. Commitment to Safety and Inclusion

I CAN Network is committed to providing a safe, inclusive, and respectful environment. In line with our Child Safety Policy, this policy supports the wellbeing of all young people and staff by ensuring that inappropriate behaviour and unresolved payment issues are managed fairly, consistently, and with a strong focus on safety.

[1] The Appeals Officer, as of July 2026, is Tiffany Mumford.

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