



BLUE MOON

INDEPENDENT SUPPORT

Cancellation Guide

CLIENT INFORMATION

Plans change. This guide explains what happens when a scheduled Blue Moon shift needs to be cancelled.

24 Hours or More Notice

Where at least 24 hours notice is provided, no cancellation fee will normally apply.

Less Than 24 Hours Notice

A cancellation fee of up to 50% of the scheduled support fee may apply where permitted and consistent with the client's service agreement and funding arrangement.

Cancellation at Start Time or No-Show

Up to 100% of the scheduled support fee may apply where permitted if support is cancelled at the scheduled start time or the client is unavailable for the booked support.

Emergencies & Unexpected Circumstances

Blue Moon understands that sudden illness, hospitalisation, emergencies and genuinely unexpected situations happen. Circumstances will be considered compassionately, and a cancellation fee may be reduced or waived at Blue Moon's discretion where appropriate.

Rescheduling

Where practical and availability allows, another support time may be offered. Rescheduling does not automatically remove a cancellation fee that has already become applicable.

NDIS-Funded Supports

For NDIS-funded supports, cancellation charges will only be applied where they are permitted under the applicable NDIS pricing arrangements, support item rules, service agreement and funding arrangement.

If Blue Moon Cancels

If Blue Moon needs to cancel and the scheduled support is not provided, you will not be charged for that support. You will be notified as soon as reasonably possible.

Questions

If you are unsure whether a cancellation fee applies, contact Blue Moon. The aim is to keep arrangements clear, fair and workable for everyone.