



BLUE MOON

INDEPENDENT SUPPORT

Our Commitment to You

CLIENT INFORMATION

Support should feel respectful, personal and genuinely centred around you.

You Are More Than a Support Plan

At Blue Moon Independent Support, the person comes first. Your routines, preferences, goals, communication style, culture, values and the things that matter to you should help shape the support you receive.

What You Can Expect From Blue Moon

- To be treated with dignity, kindness and respect.
- To be listened to without judgement.
- To be involved in decisions about your support.
- To have your privacy and personal information respected.
- To be supported to maintain independence and make your own choices wherever possible.
- To receive honest information about what Blue Moon can and cannot safely provide.
- To have your boundaries, preferences and consent respected.
- To feel safe raising a concern, asking a question or saying when something is not working.

Support With You, Not Around You

Good support is not about taking over. Blue Moon aims to work alongside you, helping with the things you want assistance with while recognising the things you can and want to do for yourself.

Safe, Honest Support

Blue Moon works within current training, competency, insurance and professional boundaries. If something falls outside that scope, this will be explained honestly and, where appropriate, you can be supported to identify the right person or service to help.

Your Voice Matters

Your experience of support matters. You are welcome to give feedback, ask for changes, raise concerns or make a complaint. Speaking up should never mean losing respectful support.