

Belong Blue Mountains

Commonwealth Home Support Program Services

About our policy.

Belong Blue Mountains is committed to providing the best service in a timely manner. We aim to accommodate Participant needs and choices wherever possible.

This policy is a way of respecting the time commitment of all involved and clearly explains the process for requesting a cancellation and the fees applicable.

This policy applies to all Belong Blue Mountains Commonwealth Home Support Participants.

The information in this brochure is taken from the Belong Blue Mountains Cancellation Policy. If you would like to read the full policy, we are happy to provide a copy.

Our Cancellation Process.

What is reasonable notice?

We understand that situations can arise where you need to cancel your scheduled appointment/service. Due to limited service availability and increased demand, we request that you cancel with reasonable notice.

If services are cancelled by you that would otherwise attract a Participant contribution charge, a reasonable notice period of **24 hours** is required. This allows time for us to organise someone else to access the service.

What is not reasonable notice?

If you cancel without giving 24 hours notice, Belong Blue Mountains will charge you for the service that would have been delivered. This applies if you cancel for purposes of convenience, price choice etc or if you are not at the premises where the service is to be provided and no prior arrangement for this has been made.

If three cancellations are made without reasonable notice, we may need to discontinue your service.

Information about our Cancellation Policy



BELONG
BLUE MOUNTAINS
COMMUNITY AND NEIGHBOURHOOD SERVICES

What is a 'No-Show'?

A 'No Show' is when you do not attend, or are not available for a scheduled service and no prior arrangement has been made to reschedule, or no prior arrangement has been made for the service to proceed without you present as in the case of garden maintenance.

At no time will a Belong Blue Mountains staff member enter your home to do in-home tasks without you present.

Special Circumstances:

- Charges may be waived if you cancel because you have experienced a catastrophe e.g. emergency hospitalisation or a death in the family.
- If Belong Blue Mountains cancels a service or staff fail to show, then there will be no charge to you and the service, where possible, will be rescheduled.
- If weather conditions affect a service, the decision to cancel will be made by a Belong Blue Mountains staff member only, otherwise a cancellation charge will apply. Where Belong Blue Mountains cancels a service due to weather, the service will continue as scheduled in the following weeks unless earlier rescheduling is possible.

In these special circumstances, a cancellation fee will not be charged.

Your Service Agreement

Prior to commencement, you will be involved in deciding the frequency of your service where possible and within service capacity.

Ending a Service:

To end an ongoing service, you, or Belong Blue Mountains, are required to give each other 14 days' notice, preferably in writing.

If you Become Ineligible:

If you are receiving a service from Belong Blue Mountains and become ineligible e.g. you move from a Commonwealth Home Support Program to a Home Care package, the service will then cease. You should notify Belong Blue Mountains with 14 days' notice in writing.

Individual exceptions are only possible where there is capacity and through negotiation with your Service Coordinator.

Please get in touch.

At any time, please get in touch to discuss your service or to cancel a service with reasonable notice. Please contact your Service Coordinator directly, or contact us by phone or email at one of our Neighbourhood Centres...

Monday to Friday 9:00am to 4:00pm

- 📞 Lower Mountains on 4739 1164
- 📞 Mid Mountains on 4759 2592
- 📞 Katoomba on 4782 1117
- ✉ intake@belongbm.org.au

Interpreters: We access the National Translating & Interpreting Service.

Feedback or Complaints: We welcome feedback to improve our services. Please contact us directly or alternatively you can access:

- Aged Care Quality and Safety Commission: 1800 951 822
- Older Persons Advocacy Network: 1800 700 600
- NDIS Commission: 1800 035 544 TTY: 133 677
- National Disability Advocacy: disabilityadvocacy@dss.gov.au
- Commonwealth Ombudsman: 1300 362 072



Belong Blue Mountains acknowledges the traditional custodians of the Blue Mountains, the Darug and Gundungurra peoples, and pay our respects to their Elders past, present and emerging.

We are committed to raising awareness of the rich diversity of our community and support the inclusion of all people including our Lesbian, Gay, Bisexual, Transgender, Queer, Intersex + communities.

