



BURDEKIN COMMUNITY ASSOCIATION INC.

The Support Centre
130 Queen Street
PO Box 815
AYR QLD 4807

Telephone: (07) 4783 3744
Facsimile: (07) 4783 3990

ABN: 97 257 970 913

December 2023

BCA Home Care Service Attempted Visit Fee Schedule

An Attempted Visit is when the Support Worker is scheduled to perform a task (Domestic Assistance, Social Support, Respite Care or Personal Care) on a set date and time and you, the Service User, are not at home.

The Attempted Visit Fee will be the total cost of the service including any Client Contribution Fee.

In order to avoid being charged an Attempted Visit fee, it is important that you contact the BCA Home Care Service office on 4783 3744 and press #1 prior to your scheduled visit.

Notice of seven (7) days would be preferred, however, we understand that this is not always possible and will accept **three (3) business days'** notice as a minimum. A message can be left on the answering machine after hours.

The Attempted Visit Fee will be charged for every Attempted Visit. This is because under the Award our Support Workers must be paid in full for shifts cancelled with short or no notice.

The Attempted Visit Fee payment will be waived for unforeseen circumstances such as being taken to hospital via ambulance. This is at the discretion of the Home Care Service Manager. An unforeseen circumstance does not include a doctor or specialist appointment.

After **three** consecutive Attempted Visits your services will cease until you are able to ascertain whether services are required.

Diana Churches

Service Manager, Home Care Service
Burdekin Community Association Inc.