



Additional Services and Extension of Hours

Policy

Star Residential Care recognises that there are times when clients may request additional hours and services, to attend other tasks or due to other various unforeseen circumstances.

Star Residential Care will always seek approval from a referring organisation before attending to extra services and or providing extra hours of care.

In the instance where further services and hours are to be or can be attended immediately, Star Residential Care will require a verbal and email confirmation from the referring organisation within 30mins of request.

Non Urgent Requests will be reported by Star Residential to the referring organisation within 48hrs.

On commencement of services for all clients, the Budget Form is to be completed with consideration of the potential risk that in some circumstances, significantly related to personal care and accompanied activities, Star Residential Care employees may be required to remain with the client beyond the scheduled hours.

Whilst Star Residential employees will at all times work to avoid this, any requirement to stay beyond 15mins will be charged in 30min increments.