



DOMESTIC ASSISTANCE FAQ

Qualified care staff

who enable your independence
and work alongside you
to support you with tasks
that you find challenging.



Thank you for choosing Glenview to support you in your home.

Our main goal is to **efficiently provide an excellent standard of service and maintain a clean and safe environment.**

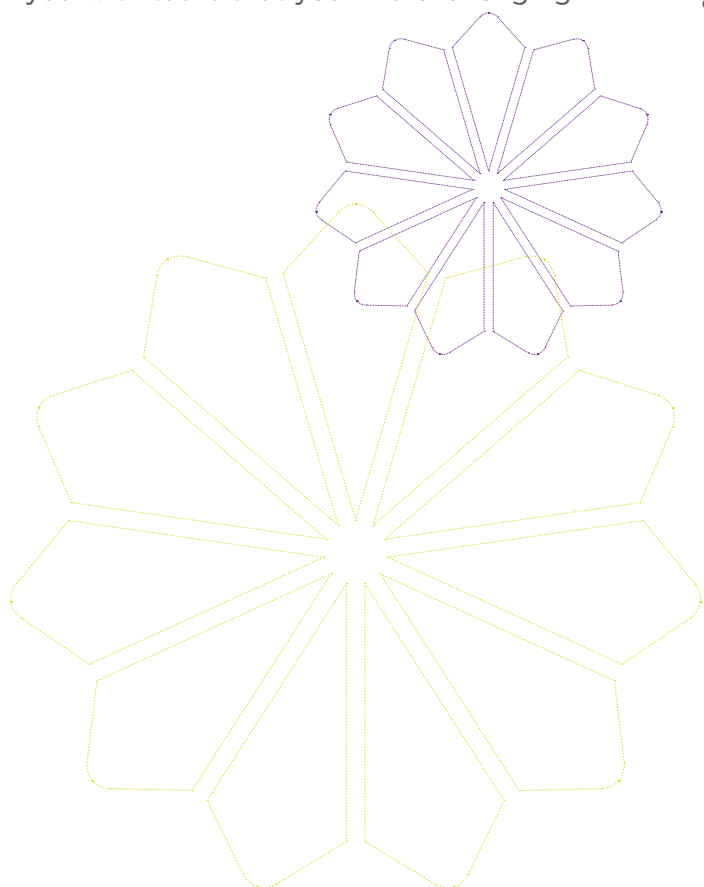
We will respect your privacy and dignity and support your independence within the limits permitted by your care plan.

Our commitment to you includes ensuring that our staff members are not placed at risk of injury due to a single event or repetitive actions. This is a key part of our service, designed to keep our staff and you safe and secure.

As part of our service, you may receive support to undertake domestic tasks as agreed upon in your individual care plan.

Glenview Home Support Workers are qualified care staff, not professional cleaners.

Our staff are trained to work alongside you to enable your independence and support you with tasks that you find challenging.



CLEANING PRODUCTS

As an employer, Glenview must provide a safe working environment, including Safety Data Sheets for all chemicals our staff handles.

To meet this obligation, Glenview provides cleaning kits for our staff to support you in your home. Our cleaning kits contain a comprehensive range of cleaning chemicals manufactured by Diversey, a leading industry supplier of cleaning products.

As the industry standard for aged care, these products are purpose-built to ensure the safety of our staff and you while providing a high standard of cleanliness within your home. While we understand that you may prefer to use your own products, this is necessary to mitigate the risk of injury caused by chemical exposure. Your cooperation will help ensure a safe and healthy environment for our valued support team.

EQUIPMENT AND APPLIANCES

If we provide you with a cleaning service, we require you to provide the necessary equipment and appliances. Depending on the tasks that staff members are to complete, this may include:

- A long-handled broom, dustpan and brush.
- A mop that does not require hand wringing and a second mop for drying wet surfaces or a steam mop.
- Lightweight buckets with handles as needed.
- A vacuum that has good suction, adjustable height, disposable bays or easy empty mechanisms, and adapts to hard and soft surfaces.
- A stick vacuum cleaner if you have carpeted stairs.
- Long-handled (preferably adjustable) duster.
- Long-handled (preferably adjustable) sponge for shower bays and baths.
- Cloths that can be moistened (we suggest microfiber cloths, as they are easily laundered for reuse).
- A wheeled laundry basket.
- An ironing board with adjustable heights.
- A toilet brush that is in good condition.

INCLUSIONS

KITCHEN

Vacuum/Sweep floors

Mop/dry floor

Wipe down surfaces such as:

- kitchen bench tops
- cupboard doors
- microwave doors
- stove tops

Clean inside microwave ovens.

Wash dishes, check fridge and pantry, dispose spoiled food, wipe shelves and cutlery drawers.

BATHROOM

Vacuum/sweep floor

Mop/dry floor

Clean:

- bathroom mirror
- vanity
- sink
- toilet

Clean shower walls, screens and base (staff are not to be on hands and knees).

Clean/wipe out bath: If you have a bathtub that is wide, we may request a long-handled sponge, so staff are not over stretching.

LIVING ROOM AND OTHER TASKS

Dust shelves and surfaces (including window-sills) that are within easy reach.

Dusting must not require staff to reach above shoulder height, or bend below the knee height (unless they are provided with a long handle duster).

Cobweb removal with an extendable cobwebbing broom or duster only.

Vacuum floor, empty vacuum, clean out filters, replace bag.

Empty indoor bins and place in the external rubbish/recycling bin

BEDROOM AND LAUNDRY

Vacuum/Sweep floors

Mop/dry floor

Assist with linen changes, standard laundry and light ironing.

Hang out washing on a clothesline or clothes horse.

SPRING CLEANING AND OTHER REQUESTS

If you have multiple bathrooms or bedrooms, our Home Support Workers will focus on the primary one that you use most frequently. This approach ensures that we can provide a thorough and efficient service within the allocated time.

If you are funded through a home support package, we can inform you whether an annual deep clean (spring clean) is included in your care plan.

If you have specific requests regarding your cleaning, required equipment, or items that

need special care, please reach out to your Case Manager.

If you have any questions about your tasks, we are here to support and guide you. We can also clarify whether the service is included in your Home Care Package or the Commonwealth Home Support Guidelines.

Please contact your Glenview Case Manager or the Commonwealth Home Support Coordinator by calling 03 6277 8800.

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Commonwealth Home Support Coordinator at 6277 8800.



EXCLUSIONS

Exclusions are tasks that Glenview Home Support Workers cannot complete for safety reasons and under the conditions of their employment.

Cleaning the interiors or filters of electric or gas appliances

such as ovens, heaters and air conditioners.

Moving furniture that is heavy, or of an awkward shape or size.

Light weight furniture such as everyday dining or kitchen chairs can be moved to allow for vacuuming, mopping or sweeping. However, staff must assess whether they can shift an item safely.

If you are unhappy with their decisions at any time, please contact your Case Manager or the Commonwealth Home Support Coordinator at 6277 8800.

Working below knee height staff members are not permitted to get down on their hands and knees to scrub floors etc. Skirting boards can be dusted with a long-handled duster, vacuumed or spot cleaned as required.

Working at heights staff are not permitted to use a step ladder, climb on chairs, tables or large ladders. Cornices, ceiling fans and light fittings can be dusted if a long-handled duster is made available.

Lifting or turning mattresses

Home maintenance, gardening, removal of debris or cleaning outdoor areas

with the exception of light sweeping around the exterior doors.

Pet care including to feed or walk animals, empty litter trays, clean cages or pick up faeces.

General window cleaning or carpet cleaning

Moving rugs or mats

Small mats can be moved, and larger mats may occasionally be rolled back to allow for vacuuming or sweeping underneath. However large mats will not be lifted and re-positioned or taken outside for shaking or airing.

Vacuuming staircases. Trying to move a standard vacuum cleaner up and down a staircase can be quite dangerous. If you have stairs that you would like to be vacuumed, please have a long handled, light weight stick vacuum available.

Cleaning baths.

If you have a bathtub that is particularly wide, we may request a long-handled sponge or similar to be provided so staff do not overstretch.

Using chemicals other than those provided by Glenview.

Tasks not identified in your care plan.

The tasks listed are the ones we have risk assessed and agreed we can safely and reasonably provide.

Cleaning areas or undertaking tasks that are not directly related to or accessed by the identified care recipient.