

Domestic Assistance Guidelines

Westmont Community Care provide Domestic Assistance to help you with those household tasks you have difficulty doing on your own. Our funding guidelines outline that we must provide services under the Active Service Model or Wellness and Reablement principles
which means that we work WITH you, NOT FOR you.

Our staff are care workers, not professional cleaners. Our staff can assist with a range of tasks. Surfaces will be hygienically cleaned, however heavy duty scrubbing is not possible.

Westmont works under the Active Service Model and Wellness and Reablement principles. This means that we encourage you to keep doing as much as you can for yourself and retain as much independence as possible.

We will provide services that you can no longer do yourself such as cleaning toilets and showers, and vacuuming and mopping floors. However, dusting is something most clients can maintain themselves.

The cleaning of additional rooms may not be done routinely.

Our staff only maintain the rooms **you** use.

Cleaning Chemicals

Clients are required to provide their own cleaning chemicals and they must be safe for staff to use.

Examples of safe cleaning chemicals include:



Chemicals must be in the original packaging so that safety instructions and directions for use are readable.

Our staff are NOT permitted to use the following chemicals and products:

- Bleach and bleach-based cleaners (eg. Domestos, White King)
- Ammonia and caustic soda-based products
- Fly and insect sprays
- Stain removing and ironing aid sprays
- Room and carpet sprays
- Oil burners, essential oils and incense sticks
- Home mixed solutions

Cleaning Cloths

Microfibre cloths are preferred, however clean rags, sponges and tea towels can be used.

Old towels and rags can be used to dry mop, clean wet floors.

Breakages

Our staff will take due care with your belongings but all breakages must be covered by your household insurance. Westmont is not responsible for repairs or replacements.

Occupational Health and Safety Regulations

Due to Westmont's Occupational Health and Safety obligations, there are some tasks that cannot be undertaken. These include cleaning windows and ovens, reaching above shoulder height and climbing on furniture or ladders.

Moving furniture that is too heavy is not permitted.

Our staff use the 'knee nudge' test to determine whether something can be lifted or moved. If it can be nudged with the knee, it is ok to move it to clean behind or under periodically, if it is safe to do so.

All products used for Domestic Assistance by staff must be non-hazardous and comply with our infection control standards.

If the incorrect cleaners and products are provided, staff cannot assist you with your Domestic Assistance requirements.

Mops and Buckets

Mops must be in good working order and have long or adjustable stick. Buckets must be light and easy to carry.

Examples of suitable mops and buckets include:



Steam mops may be used but the instructions for use must be kept with the mop.

Westmont does sell suitable mops and buckets to clients if required.

Vacuum Cleaners

Vacuum cleaners must be:

- In good working order
- Light and easy to move
- Have an adjustable handle
- Have good suction and an adjustable air vent
- Easily accessible and stored at a safe height
- Be regularly maintained

Handstick vacuums can only be used for small areas.

Home Inspection (OH&S) Checklist

Prior to or at the first service, staff will complete a Home Inspection (OH&S) Checklist to ensure that the Domestic Assistance required can be safely carried out with the equipment available. The equipment, cleaning chemicals and products must be safe for our staff to use.

Staff may advise you that something is not suitable to be used.

For further information please phone 02 6043 9867.