



Minimum Standard Guidelines for Cleaning Services

Transport:

Transport is only to be provided when it has been included in the support plan, and to only be provided within the hours allocated for the client. Contact Coordinator when transport is requested at a different time slot or for extra transport time.

In Home/Respite Care:

When providing respite care, no home services are to be provided except some light duties such as ironing, dusting, washing dishes and food preparation.

Personal Care:

Personal Care is to be provided by a Support Worker who has a Personal Carers Certificate.

Assist with bathing, showering and dressing (let client manage themselves as much as possible to maintain their independence). Dry the shower or bath and tidy bathroom afterwards. When needed assist client with getting in and out of bed, hair care and teeth care. Maintain WHS standards.

Home Care:

- **Vacuum:** Before use, check that vacuum cleaner cord is safe and not frayed. Check that plug is safe – plug in circuit breaker. Empty the vacuum bag before use for good performance. Vacuum under the dining table; move small dining chairs and move coffee table (if small). **Do not move** large lounge chairs; vacuum around and behind, and underneath if able to do so. **Do not** bump into furniture or skirting board with vacuum cleaner. Vacuum all living areas as requested on the support plan. Bedroom and spare rooms may be done on a monthly basis. Check with client or support plan.
- **Dusting:** Only provide dusting if it is on the client's support plan. Lift up items (picture frames, statues etc.) Use feather duster for skirting boards and low furniture and if the handle is long enough, dust for cobwebs monthly. Start dusting on one side of the room and systematically work your way around the room. Check with client to make sure that you have not missed items and to prevent any irritations.
- **Mopping:** Mop bucket is to be filled halfway with warm soapy water. Mop the required floor in all corners and behind doors. Rinse mop frequently. **Do not** get on your hands and knees and always adhere to WHS standards. Rinse mop well after use and place the mop outside to dry in the sun. You may be required **to dry** the floor to prevent any falls.



- **Bathroom:** Clean bathroom mirrors, and dry polish. Wipe the front of the bathroom cabinet if needed. Wipe windowsills. If necessary wipe around door handles and rails. **Vanity:** Clean basin and vanity top. Remove objects if required. Wipe the taps. Clean front of unit and splashback. **Shower:** Clean shower walls, base and taps. Take particular care of corners and screen door for build-up of soap scum. Wipe and dry. Check screen runners. **Bath:** Clean and wipe dry. Wipe the tiles around bath and tap area. If the bath does not get used; wipe out with a damp cloth.

- **Toilet:** Use different cleaning cloths for the bathroom and the toilet. Use gloves. Use the toilet brush to clean inside the bowl and under the rim. Rinse and wipe toilet seat, wipe base of toilet system and back of toilet. Look for spills behind the toilet. Wipe the windowsill. If there is a hand basin, clean as well. Mop toilet floor, making sure to mop behind the cistern.

- **Kitchen:** If on support plan; remove objects and wipe benches. Wipe stove top, fridge door and handles, sink, and the splashback around sink and bench.

One off Cleaning: *To be negotiated with the coordinator*

- Inside fridge, remove food. Wipe out and replace. Check food for freshness and expiry dates
- Cupboard cleaning
- Cobwebs
- Skirting boards
- Wall and door cleaning
- Washing windows
- Inside oven cleaning

WHS standards are to be observed and maintained at all times. Please ensure not to move any heavy objects and to follow appropriate bending and lifting procedures.