



Domestic Assistance Service Details

CareWays domestic assistance may be provided to eligible people living in the Illawarra through the Commonwealth Home Support Program (CHSP), Home Care Packages or private services. Domestic assistance services are provided by our team of care workers Monday to Friday from 11.00am to 5.00pm. Domestic assistance may be available on weekends and public holidays on occasion and subject to available resources.

Inclusions

Domestic assistance can include assistance with general house cleaning, laundry/linen services, unaccompanied shopping or bill paying.

Exclusions

Domestic assistance is not the same as a private cleaning service. Domestic assistance can NOT assist with:

- Tasks that are usually considered spring cleaning, such as, washing curtains, windows, blinds, fly screens, walls, ceilings, fans and/or skirting boards
- Cleaning floors on hands and knees
- Cleaning exterior areas of the home (including balconies)
- Cleaning hard to reach places (unless suitable cleaning aids are available)
- Changing light bulbs
- Lifting or moving heavy furniture (including turning mattresses)
- Emptying vacuum dust bags

Care Workers are trained to undertake their duties in accordance with Workplace Health and Safety guidelines. This can mean there may be occasions where care workers cannot perform tasks the way you usually like them done. Care workers will try to assist client's according to their needs and preferences whilst working within health and safety guidelines.

Service Times and Care Workers

CareWays aim to schedule your service for a time that is mutually suitable for yourself and our care workers. The arrival time of your care worker can vary as workers are travelling between clients and delays may occur. Please allow 30 minutes either side of your scheduled service time for your care worker to arrive. If you are concerned that your care worker has been delayed for a longer period of time, you can call CareWays on 4262 1918 for information on their arrival time.

It is not possible for CareWays to provide you with the same care worker for all of your services. We will aim to allocate your preferred worker(s) where possible however all our care workers are trained to provide all clients with the service they require.



Health and Safety Information

CareWays has a responsibility to ensure the health and safety of care workers working in your home as well as ensuring the safety of all clients whilst services are being delivered. Under the *Workplace Health and Safety Act 2011*, a client's home is considered a workplace for our staff.

Safety checks will be conducted prior to commencement of service and regularly by CareWays staff to help identify potential hazards or safety issues in your home. If CareWays identify any hazards, these will be discussed with you as well as ways to eliminate or manage the hazard. Services cannot be provided if there are hazards that cannot be eliminated or safely managed.

To ensure the health and safety of all, CareWays require clients and staff to abide by the following:

- Care workers cannot work in a client's home when the client is not present
- Care workers are not to have keys to a client's home (care workers can access keys from a lock box on the property if this has been pre-approved by the client)
- Ensure a smoke free working environment
- Clients and staff are not to consume alcohol in a client's home during service
- Clients and staff must not have illegal drugs and/or paraphernalia in a client's home during service
- Clients are to provide equipment that is in a safe working condition and suitable for the task
- Ensure all pets are safely restrained before care workers enter the home and for the duration of service
- Ensure smoke detectors are installed and in working condition
- Clients are to ensure internal and external walkways are kept clear of furniture and other hazards and/or obstacles

Care Worker Personal Information

Care workers are not to provide their personal details (such as personal mobile phone number, home address etc) to clients and/or their families. If you need to speak to a care worker, all contact must be arranged through CareWays office. Please call and speak to a member of the Community Care Team on 4262 1918.

