

# FACT Sheet

## Domestic Assistance

Domestic Assistance is a service aimed at helping you to remain independent in your home by helping with the essential light house work tasks you are unable to do yourself. These are tasks that are necessary to maintain hygiene and safety standards in the home.

Generally the domestic assistance service may include:

- Vacuuming or sweeping the floors in your bedroom and living area
- Cleaning the kitchen, including sink, work surfaces and floor
- Cleaning the bathroom including basin, shower/bath, toilet and floor

If you need more help we may also:

- Change sheets and make your bed
- Load the washing machine and/or dryer
- Hang out your washing
- Do your essential ironing (not for other family members)

Agreed tasks need to be completed in the allocated time, as your care worker will be visiting another client after providing your service. If there is some spare time left after priority tasks have been completed, your care worker may be able to do additional tasks if they can be completed safely.

For safety reasons our workers are unable to:

- move heavy furniture or turn mattresses
- change light bulbs or clean areas that cannot be reached safely

We ask you to help us keep our staff safe by:

- having faulty equipment professionally repaired or replaced with safer models
- providing a squeeze mop and plastic bucket – not a hand-wrung mop or heavy metal bucket
- supplying non-corrosive cleaning products in their original labelled containers
- not smoking in the house when our care workers are present
- restraining pets outside during service

We will conduct a safety check during our first service and will discuss with you any risks that we identify.

### **When is the service provided?**

We will generally provide your service between 9:30 and 4:30, Monday to Friday. We do not provide Domestic Assistance on weekends or public holidays.

The service time is based on when staff are available in your area. The arrival time of our staff may vary as workers may be delayed travelling from one client to the next. If there has been a long delay and you are concerned, please contact ADSi on (02) 8737 5500.

### **Where can I go for further information?**

To make a referral and/or discuss in home support services for you or someone you know, please contact ADSi on (02) 8737 5500.