



hendercare

Domestic Assistance Information

When a HenderCare team member arrives to undertake domestic assistance services at your home, you may be unsure what you can ask them to do. To assist you, please refer to this information sheet which provides greater clarification around tasks. If you have any questions, please contact your HenderCare Coordinator on 1300 764 433.

Tasks

You may ask your HenderCare team member to complete any of the below tasks in the time allocated for your service*.

- Kitchen clean (this may include fridge, cupboards, benches and/or stove top)
- Bathroom clean
- Toilet clean
- Vacuum/sweep/mop floors
- Wash clothes
- Hang out washing
- Ironing
- Heavy laundry (sheets/towels)
- Change bed linen
- Put rubbish out
- Cleaning of essential outdoor areas

If you need assistance with tasks not outlined above, please contact your HenderCare Coordinator on 1300 764 433 before asking the team member.

Equipment and Safety

You will need to provide the HenderCare team member with the necessary equipment and cleaning products to complete tasks at your home.

The HenderCare team member will provide their own Personal Protective Equipment (PPE) including safety switch, glasses and gloves. We ask that you please consult HenderCare's *Preferred Cleaning Products* sheet to ensure you are providing the team member with safe and non-toxic substances. We also ask you check all

equipment is in good working order.

To help prevent team member injury no heavy items of furniture are permitted be moved. The team member is also not permitted to climb up on furniture or ladders.

HenderCare's Domestic Assistants are not expected to clean up biological human or animal waste.

We remind you to please:

- Provide liquid soap and paper towel for the team member to wash their hands at the commencement and conclusion of service
- Not smoke while the team member is in your home
- Allow for good ventilation in the home while the team member is using cleaning products
- Secure your pets
- Be in attendance throughout the service

Your Safety and Privacy

You will always be advised of the name of the team member who will be in attendance at your service. For your security, all HenderCare team members will be wearing their identification tag.

Privacy

HenderCare team members are expected to respect your privacy and maintain confidentiality. To maintain a professional relationship we discourage the exchanging of phone numbers between yourself and the team member. If you want to rebook, reschedule or cancel a service, please call the HenderCare office number on 1300 764 433.

*Please note, if you are accessing HenderCare's services through a referring organisation (e.g: a local council or Veterans' Home Care service), the HenderCare team member may not be authorised to complete the tasks listed above. If in doubt, please call us on 1300 764 433.

Team member conduct

HenderCare team members must behave professionally at all times while at service and work for the duration of the service. Team members are not to accept any payment or gifts from a service recipient (excluding co-payments for Veteran's Home Care or council funded services).

Unexpected changes to service

On occasion, we may have to reschedule or cancel your service due to team member illness, public holidays or unforeseen circumstances, including natural disasters. If we need to reschedule or cancel your service, you will be notified as soon as possible and alternate arrangements will be made in consultation with you.

If you need to cancel or place your services on hold, we ask that you please contact your Coordinator or referring organisation. Please note that if a hazard is identified at your property and is deemed dangerous to the team member, your services may be restricted or placed on hold until a satisfactory solution can be reached.

Contacting HenderCare

HenderCare has a team available to answer your questions 24 hours a day, seven days a week. If you have any questions about your service or wish to make a commendation or complaint, we encourage you to call our friendly team on 1300 764 433.



Did you know?

HenderCare can provide allied health services, nursing, personal care, home & garden maintenance, social support, transport and more.

1300 764 433
hendercare.com.au