



Domestic Assistance

4932 5566

For cancellations or changes

Domestic Assistance - (House Cleaning)

- This service is a house cleaning service for the essential areas of your home.
- Tasks include vacuuming, washing and hanging out clothes, cleaning toilets and bathrooms etc.
- We have paid workers who will come and clean the areas of your home that you commonly use.
- We are not able to clean unused rooms in your home.
- We are not able to move furniture or lift heavy items.
- We are not able to clean windows or curtains.
- Services are provided on a fortnightly roster.
- We provide some cleaning equipment and ask you to supply products according to our recommended list (see below).
- We also ask you to provide a suitable mop and bucket as well as general cleaning cloths (please see list of recommended products below).

- Allocation of time is according to certain restrictions so that we can provide assistance to as many people as possible.
- We ask that you do not smoke in the home while our worker is present.
- For safety reasons, it is preferred that you do not follow our worker around as cords and buckets can be trip hazards.
- You must be at home to receive the service as we are not able to send a worker into an empty house.
- If you are cancelling, please try to give us as much notice as possible so that we can give someone else your spot for that week.
- A cancellation fee applies if our worker is cancelled by you when they arrive.
- Unfortunately we are sometimes unable to replace workers who phone in sick on the day of service. Your service will be rescheduled in this instance.

Could you please ensure you have the following products before your first service is provided:

Product	Purpose
Pinoclean	Floors
Duck	Toilets
Mr Sheen	Polishing
Windex	Glass
Ajax Spray & Wipe	Bench tops, bathrooms
Ajax Cream Cleanser	Baths, stove tops
Chux Superwipes Regular	
Paper Towel	
Vileda mop and bucket (bucket with ROUND)	

wringer please)	
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*** Staff will notify you when supplies are running low so that they can be replaced.

We are unable to use the following products for health and safety reasons:

- ❖ Domestos
- ❖ Ammonia
- ❖ Methylated Spirits
- ❖ Bleach
- ❖ Any home made products

Cost: \$12 per hour

Your co-operation is appreciated in this process.

Please discuss costs with staff as some costs are negotiable.