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.

Home Care is committed to providing a high standard of service that is safe for you and our care workers. Our Code of Conduct and professional supervisory structure supports the delivery of quality service to you.

How much Domestic Assistance will I receive?

A Care Plan will be developed as part of an assessment of your individual needs. The Care Plan will include all the domestic assistance tasks that Home Care will assist you with. We will agree on the tasks to be completed before starting your service.

Generally one and a half hours per fortnight is enough to complete essential cleaning tasks. We may not be able to clean the whole house if it is large.

What tasks will Home Care assist me with?

Generally the domestic assistance service includes:

- 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
- Leaving washed floors dry and safe

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)

All 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.

Contact: Your Home Care Branch
Phone:
Email:
If your needs change you can request your service to be re-assessed at any time. Following re-assessment, some additional services that we may be able to provide include:

- Preparing simple meals or heating pre-prepared meals
- In some circumstances, picking up some shopping, assisting with paying bills or running errands
- Helping with showering, dressing and grooming (under a Personal Care service).

Is there anything the care worker is unable to do?

Home Care is committed to looking after the health and safety of our staff when they are at work. Our care workers provide service to several clients in a day and it is important they carry out tasks in approved ways so that they do not injure themselves. Sometimes this means having to balance the way we do things with your preferred way of receiving help.

Everyone benefits if our staff are safe, especially our clients. Injuries to staff can mean interruptions and changes to services. For safety reasons we are unable to:

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

How can I help?

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 10:30 and 4:30, Monday to Friday. We do not provide Domestic Assistance on weekends or public holidays.

We will allocate a service time to you based on when staff are available in your area. The arrival time of our staff may vary as care workers may be delayed travelling from one client to the next. If there has been a long delay and you are concerned, you can call your local Home Care branch for advice.

As Home Care provides service to thousands of clients across NSW every day, there will occasionally be times when we are not able to provide your service on the nominated day or time. If this happens we will contact you to re-schedule your service. You may not always get the same care worker to provide your service, but all our care workers are trained to provide a range of service.
Where can I go for further information?

To make a referral and/or discuss Home Care service for you or someone you know, please call Home Care Referral and Assessment Centre on 1800 350 792 for Sydney metropolitan area, 1300 731 556 for the Hunter or 1300 881 144 for other areas across the state.