

SD – Home Care Policy

Policy

Headway Gippsland is committed to providing a safe workplace and aims to work with employees and participants to promote a culture, which reduces the risk of accidents and injuries at work.

This policy reflects how Headway Gippsland is committed to effective cleaning management systems to ensuring suitable cleaning methods, schedules, equipment, trained cleaners, reliable communication and participant consultation.

Procedure

Assessing Risk

Every participant requesting Domestic Assistance Cleaning from Headway Gippsland will receive an initial visit from our OHS & Quality Coordinator or an alternative delegated staff member. During this visit an OHS Home Safety Checklist will be completed – this form will also be completed annually and/or when required to ensuring any potential hazards are identified and required actions are implemented guaranteeing the participant and employee remain safe.

Cleaning Equipment/Products

A Home Care Task form will also be completed with the participant and/or nominee and our OHS & Quality Coordinator – this form is completed to identify the following:

- What areas of the participants house that are required to be cleaned by our Home Care Officer
- How often the participant would like cleaning to be undertaken, noting this is also determined by funding available in the participants plan
- Discuss approved cleaning products with the participant and/or nominee including which products are suitable for our Home Care Officers to use and which are not. It is the responsibility of the participant to supply the cleaning products for our Home Care Officer to use (copy of Approved Domestic Assistance Cleaning Products to be given to the participant)
- Inspection of any cleaning equipment to be used by our Home Care Officer to ensure all equipment is safe to use.

Training

All Home Care Officers will be required to attend a training session with our OHS & Quality Coordinator at the Morwell office prior to commencing any shifts in a new participant home, they will also be required to have a review at 3 - and 6 - months period.

The training and review will include:

- Minimising repetitive tasks
- Proper use and maintenance of equipment
- Proper floor care procedure and products
- Job site, bio-hazard and chemical safety
- Cleaning chemicals.

Standard Operations Procedures

Effective General Cleaning

- Ensure that only approved chemicals are used from our Approved Domestic Assistance Cleaning Products document
- All area's listed on the participants Home Care Task Form are cleaned as required
- Only use a damp cloth when dusting, no chemicals
- Do not move furniture, clean around the furniture
- Minimise repetitive tasks.

Hard Wood Floors

- Hard floor types include: tiles and wood floors
- All areas are to be cleaned as per schedule with the approved equipment and cleaning products as listed in the Approved Domestic Assistance Cleaning Products document
- Inform participant and others in the house that the floor has been mopped to prevent and slip hazards

Carpet Care

- Ensure vacuuming is completed with approved vacuum as per schedule
- Minimise repetitive tasks
- Ensure vacuum is stored in an appropriate place

Cleaning Bathrooms

- Ensure correct cleaning technique
- Kneel rather than bending or squatting
- Minimise time spent kneeling
- Only use approved chemicals
- Wear appropriate PPE when cleaning with chemicals
- Wash hands after cleaning

Bed Making

- Move bed out from the wall if able
- Kneel to tuck in sheets, don't bend
- Do not turn mattress

Washing Laundry

- Only carry small loads of laundry in a washing basket to the line or where possible use a trolley
- Adjust clothes line to suitable height
- Ensure pets are restrained in another part of the participant's home

Ironing/Folding Clothes

- Ensure ironing board is at appropriate height
- Do not over fill iron
- Limit ironing to 20 minutes at a time

Cleaning Chemicals

- Only use approved chemicals listed in the Approved Domestic Assistance Cleaning Products document
- Do not use any bleach products
- Do not use any chemicals that are not in labeled containers
- Maintain SDS sheets of all approved cleaning products, and store in an accessible location. Headway Gippsland has an online system for SDS's that is accessible by all employees

Review

Reviews will be completed at 3 months and 6 months period by our OHS & Quality Coordinator.

Review will consist of:

- Review of Home Care Officers cleaning techniques
- Cleaning products used
- Cleaning equipment used
- Time allocated for cleaning

Changing or Cancelling an Appointment

If Headway Gippsland need to change or cancel an appointment with a participant, we will endeavour to give them 24 hours' notice (one business day) except in exceptional circumstances.

If we change or cancel an appointment with a participant, we will not bill their plan for the cancelled appointment.

- If the participant makes a short-notice cancellation (or no show) the provider may charge up to 100% of the fee associated with the activity. There is no limit on the number of short notice cancellations (or no shows) that a participant can be charged for
- A cancellation is a short notice cancellation (or no show) if a participant has given
 - Less than seven (7) clear business days' notice

- The provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support
- All cancellations for NDIS support, provided by Headway Gippsland are subject to change as per guidelines as set by the NDIS
- For any services included in a schedule of supports, 30 days' notice is required to withdraw from the service included in your schedule of supports.

Payments

Cleaning service price will be set out in the participants Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the cleaning service. Additional expenses (i.e., things that are not included as part of the participant's NDIS supports) are the responsibility of the participant/participant's representative or nominee and are not included in the cost of the cleaning. Examples of these cost include; cleaning equipment and cleaning products etc.