

Domestic Assistance Care Workers

There will be certain tasks Care Workers will not be able to assist you with

CareWays has a responsibility to ensure the health and safety of Care Workers while they are performing their duties in your home. Care Workers are trained to undertake their duties according to work standards that help to either eliminate or minimize risk to their health and to prevent injuries.

This can mean there may be times when Care Workers will not be able to perform tasks the way you usually like them done. Care Workers will try to assist clients according to their needs while working within their health and safety guidelines.

Some of the Tasks Care Workers Can *Not* Assist with include:

- Cleaning exterior areas to home including outside furniture
- Washing floors on hands and knees.
- Washing curtains or fly screens
- Washing inside walls and ceilings/ and exterior walls.
- Cleaning of hard to reach places such as stretching to clean mirrors or windows.
- Changing light bulbs.
- Lifting and moving of heavy furniture, including turning of mattresses.
- Working in client's home when the client is absent. (Care Workers are also not allowed to have keys to the client's home).
- Or any other duties considered to be spring cleaning tasks

We also require our clients to assist Care Workers by:

- Not smoking while Care Workers are in your home.
- Having Pets safely restrained when Care Workers are due for services.
- Providing equipment that is safe and in good working order.
- Vacuum dust bags emptied prior to service if required, workers are not able to empty vacuum dust bags or unblock vacuum pipes.
- Providing a squeeze mop with a plastic bucket and replacing mop sponges when worn out.
- Supplying approved cleaning products that are non- corrosive and in original containers. We have prepared a list of approved cleaning products that can be used by our Care Workers and you can find this with your information package.

Safety checks will be conducted regularly to help identify any potential health or safety issues to our Care Workers; you will be informed of any unsafe areas that are identified. Ways to reduce or eliminate hazards found will be discussed with you.



Other Information about Your Domestic Service

- Our Domestic Assistance service operates between the hours of 10:30am- 4:30pm Mondays to Fridays.
- Domestic assistance is not available on weekends or on Public Holidays.
- Care Workers will be allocated to you at a time that workers are available in your area.
- Arrival times of your care worker for your service may vary as workers do need to travel from client to client and delays may occur.
- If you are concerned that your care worker has been delayed for a long period of time you are able to call the CareWays office, on 4262 1918, for information on workers arrival time.
- CareWays aims to provide your service on the time and day of your choice but this is not always possible. In this case another service time or day convenient for you will be arranged.
- It is not possible to provide you with the same care worker for all of your services however all of our Care Workers are trained to provide all clients with services required.