

### Fact sheet

## Support at home – Domestic Assistance

Capecare's Community team provides a range of domestic assistance, personalised to support the tasks you are presently happy and able to do safely. We can also help you to complete activities around your home with the intent to allow you to live independently for as long as possible.

Funding for Capecare's in-home domestic services can come from a range of different funding types, including:

- Commonwealth Home Support Programme (CHSP)
- Home Care / Support at Home Package

Domestic assistance Capecare's community team can provide includes:

- Vacuuming areas that you use daily
- Light dusting
- Putting on laundry/washing
- Hanging out laundry/washing or placing what you request into your dryer
- Ironing light garments
- Washing dishes and putting them away
- Cleaning kitchen and bathroom bench tops
- Sweeping and mopping floors in areas you use daily
- Cleaning toilets and cleaning shower recess with approved products
- Emptying rubbish bins

We ask that you please provide us with safe equipment: a working vacuum cleaner with filter; height suitable mop and bucket and cleaning cloths, plus appropriate cleaning solutions which will be discussed with your co-ordinator.



## What is not included in this service?

It is not possible for our staff to:

- Undertake any tasks outside of your support plan
- Clean areas of your home not included in the support plan
- Clean spare rooms or areas used by family or friends
- Move furniture
- Use chemicals other than those on the Capecare preferred list. Capecare has assessed the risk of these chemicals and has deemed them suitable for the purpose of home cleaning
- Undertake other duties such as shopping when they are there to assist with domestic tasks
- Clean up after animals, including emptying litter trays, washing dogs or cleaning up animal accidents
- Cleaning cupboards that require standing on a chair or step ladder
- Changing light globes
- Dusting ceiling fans or cornicing that can't be reached from the ground. No dusting can be done above shoulder height
- Taking down curtains or blinds
- Dusting precious items
- Clean windows

## If your needs change?

If your needs change and you require additional or less services, or time for these services, please contact your Capecare Community Co-ordinator on 9750 2097 as this may indicate a review is required. Any changes to your support plan do not necessarily mean there will be a change in your support worker or domestic assistant.



## Find out more:

Call us on 9750 2097  
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[www.capecare.com.au](http://www.capecare.com.au)

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