



Dear clients and friends!

RERC has recently reviewed contents of our Domestic Assistance services against industry standards and health and safety requirements, as a result we have made some changes to ensure consistency of services and safety of our clients and care workers.

In this issue we would like to clarify contents of Domestic Assistance services to remain transparent and address some enquiries we are receiving from clients.

Russian Ethnic Representative Council of Victoria (Russian Aged Care)

## GENERAL HOUSE CLEANING

It is provided specifically to a client only. Cleaning is carried out only in the client's living quarters, excluding the premises of other family members (for example, their bedrooms) who are not eligible for service.

Therefore, cleaning is limited to one bedroom, one bathroom and toilet, and common areas unless specified otherwise in the care plan and task list.

## GENERAL HOUSE CLEANING EXCLUDES:

- deep cleaning, cleaning inside the cabinets or fridge,
- cleaning of kitchen cupboards or oven,
- washing dishes,
- cleaning or dusting of chandeliers,
- light bulb changing,
- dealing with bio-hazards (mold, etc.),
- decluttering of the premises,
- dealing with animal waste,
- cleaning in high reach areas (above shoulder height),
- cleaning exterior windows.

## GENERAL HOUSE CLEANING INCLUDE:

- dusting or wiping surfaces,
- vacuuming, sweeping or mopping the floor,
- wiping kitchen surfaces, stovetops and cabinet fronts, cleaning sinks,
- dusting skirting boards,
- cleaning bathroom sinks, rinse and wipe bathtubs and shower cabin (only where are cabin's glasswalls are properly fixed and in a stable position).
- scrubbing toilets,
- cleaning mirrors.

## ADDITIONAL SERVICES

### UNDER DOMESTIC ASSISTANCE, THAT CAN BE PART OF THE HOUSE CLEANING SHIFT:

- washing clothes in a washing machine,
- hanging the laundry to dry,
- folding and ironing the linen (no more than 30 minutes at a time),
- changing the bed linen

## SPECIALISED SERVICES:

### Cleaning Windows (interior windows only):

During house cleaning shift we can assist clients with the cleaning of windows inside the house only, twice a year. Cleaning of windows from outside is covered under the Home Maintenance service and excluded from the Domestic Assistance cleaning service. A client should provide a long-handled squeegee. Otherwise, the care worker can clean the window only up to a shoulder height.

### Cobweb removal

A client should provide a long-handled cobweb brush or lightweight broom in order to ask a worker to complete the task.

### Washing and ironing

Bed linen, clothes, and towels are washed only in the washing machine. Care workers cannot iron on low boards or tables. A client should provide care workers with an adjustable ironing board in order to ask them to do ironing.

## TASKS ROTATION

Typically, Domestic Assistance session will include a range of activities where a care plan for specific client will include indicative duration of each task, e.g. 20 minutes for cleaning, 30 minutes for assistance with meals preparation, 20 minutes with linen services, 20 minutes with cloth washing and ironing and so on with other tasks assumed by a care plan.

Care workers are expected to follow, where possible, indicative timing guidelines and rotate activities tasks to ensure they are not physically overloaded in any one session and can maintain their health & safety at all times.



## WHY WON'T CARE WORKERS LIFT HEAVY FURNITURE?

Some of our clients have an ongoing misunderstanding of why care workers who deliver Domestic Assistance service are not able to move heavy furniture when cleaning or climb up ladders to dust. This means that clients may ask care workers to flip a mattress, move or lift an arm-chair or heavy floor mat or use a chair to clean the ceiling fan.

Although it might seem like a quick and easy task for clients, heavy lifting or awkward climbing could pose an injury risk for workers. One accidental stumble could cause costly damage and lead to long recovery for a care worker, or even a permanent injury where care worker would lose their ability to work in the industry. Such accident will also mean that the client may lose their preferred care worker either for a long time or permanently.

That's why home care providers (including RERC) typically have policies in place to protect the workers from potential health and safety risks, including restrictions on moving or lifting heavy items, climbing up ladders, and using bleach when cleaning. We always ask our clients to be mindful of care workers health and safety risks and adjust their expectations accordingly.



You can always call us on 03 9415 8175 or email to [chsp@rerc.org.au](mailto:chsp@rerc.org.au)