

****  

Aged & Disability Services

For people who are frail aged, people with disabilities, and their carers

****

For more information please contact: 5018 8234

76 Deakin Ave, Mildura VIC

****

**Index**

Mission statement and Service details 2

Aged & Disability Services 3

Consumer Care Plans 3

Reviews 4

Safety in the home 4

Heatwave & Emergencies 5

Service Fees 5

Privacy and Confidentiality 5,6

Communication 6

What if I’m not home? 7

My Culture 7

Consumer/Staff Relationship 7,8

Accidental Damage 8

Can I give feedback? 8,9

Can services stop? 9

Personal Care 10

Respite/Flexible Respite 11

Home Care/Domestic Assistance 12

Property Maintenance/Home Maintenance 13,14,15

PAG/Social Support Group 16,17,18

What about chemicals/equipment 19,20,21

**Additonal Information**

Your information It's private

Regional Information and Advocacy

Staying healthy in the heat

Emergency REDiPlan: Four steps to prepare your household

CFA: Check your hot spots

Mildura Rural City Council’s mission is to become the most liveable people-friendly community in Australia.

**Aged & Disability Services Contact Details**

**OFFICE LOCATION:** MRCC Deakin Avenue Service Centre, 78-84 Deakin Avenue, Mildura

MRCC Ouyen Service Centre, 79 Oke Street, Ouyen

**HOURS OF OPERATION:**  8am – 5pm Monday to Friday, excluding Public Holidays

**MILDURA (Intake):** **PH:** 5018 8234 **FAX**: 5021 1283

**OUYEN:** **PH:** 5018 8600 **FAX:** 5092 1017

**WEBSITE**: [www.mildura.vic.gov.au](http://www.mildura.vic.gov.au) **EMAIL:** [intake@mildura.vic.gov.au](mailto:intake@mildura.vic.gov.au)

**Service Delivery Times**

PERSONAL CARE: Services are delivered between 7am – 7pm, seven days a week.

FLEXIBLE RESPITE: Services are delivered seven days a week. Overnight respite is not available.

DOMESTIC ASSISTANCE: Services are provided between 8am – 5pm, Monday to Friday, excluding public holidays.

HOME MAINTENANCE: Services are provided between 8am – 5pm, Monday to Friday, excluding public holidays.

SOCIAL SUPPORT GROUP (PAG): Programs operate Monday to Friday at set times, excluding public holidays.

ASSESSMENT: Services operate Monday to Friday, excluding public holidays. All people referred for services will be assessed in their home by an MRCC Assessment Officer.

Aged & Disability Services measure the quality of our services based on the following values developed in consultation with our community members:

**ACCESS — COMMUNICATION — COMPETENCE — COURTESY — CREDIBILITY — RELIABILITY PROFESSIONALISM — RESPONSIVENESS — SAFETY — SECURITY — UNDERSTANDING — PRIVACY**

**Aged & Disability Services**

Services provided by MRCC include:

* Personal Care
* Flexible Respite/Respite
* Domestic Assistance/Home Care
* Home Maintenance
* Social Support Group /PAG

Before some of the home based services such as Domestic Assistance and Personal Care can begin, an agreement on the services you will receive is drafted during your assessment, and a copy is provided to you at a later date. This is called a care plan and must be made available to staff at the commencement of each service.

Care plans include the following information:

* Your goals
* Agreed tasks to be undertaken by yourself and the staff member
* Frequency and hours of service

At all times we endeavour to accommodate your choice of service delivery time and preferred staff, however due to demand for services and staff availability, this will not always be possible.

**Consumer Care Plans**

MRCC is focused on the wellness approach which is embedded in service delivery practices, we will:

* Develop a support plan that is focused on a wellness approach in consultation with the consumer;
* work with individuals and their representatives, as they seek to maximise their independence and autonomy;
* build on the strengths, capacity and wishes of individuals, and encourage actions that promote self-sufficiency;
* embed a cultural shift from 'doing for' to 'doing with' across service delivery;
* be alert to changing circumstances and goals of the consumer and consult with Assessment Services where appropriate to review the consumer's support plan; and
* consult other health professionals where appropriate to review a consumer’s needs

**Reviews**

Reviews of existing services will be carried out regularly, or as required, to determine continued eligibility and ensure services are appropriate and meeting your needs. If your health improves, your services may be altered to ensure that your independence is maximised.

If your living situation changes it is your responsibility to notify Aged & Disability Services immediately (i.e. a family member is staying with you, you move home etc). If your needs have changed, you have the right to request a reassessment to discuss alterations to your service requirements.

**Safety in the home**

MRCC is responsible for providing a safe working environment for all staff. Prior to and during an assessment an Occupational Health & Safety (OH&S) check will be completed, and your responsibilities will be discussed. If any issues are identified then these will need to be resolved prior to services commencing.

Although staff are encouraged to monitor home environments to ensure your safety and their own, sometimes hazards may not be easily identified. Please advise a staff member of any unsafe aspects of your home to assist in accident prevention. The Property Maintenance service may be able to assist you in making your home a safer environment.

In extreme situations where a safe working environment cannot be achieved, services may be unable to be provided.

It is your responsibility to help us ensure a safe working environment and we request that you please:

* Refrain from smoking at the time of Assessment and during Service Provision. If you do please smoke outside away from the staff.
* Provide appropriate products and equipment to ensure staff are not at risk – as outlined in the ‘What about chemicals/equipment’ section of this document
* Ensure pets are restrained away from areas where staff are working during services
* Make sure heating/cooling systems are operating as appropriate during services
* Any actions identified in the OH&S check are completed prior to service commencing.
* Ensure smoke alarms are installed and in working order (as required by Victorian legislation). Further information regarding home fire safety and smoke alarms is available from the CFA: **Phone:** (03) 5036 2800 **Website:**http://www.cfa.vic.gov.au/plan-prepare/smoke-alarms/

**Heatwave & Emergencies**

Information relating to Heatwave & Emergency planning is discussed during the Assessment process. It is strongly recommended that you develop an emergency plan (such as a REDiplan) with help from your support networks, i.e. family, friends, neighbours etc, to ensure you are well prepared in the event of an emergency. Please find attached copies of the following brochures relating to Heatwave and Emergency planning: Emergency REDiplan, Staying healthy in the heat and CFA fire hotspots.

Please note: In extreme weather conditions, Aged & Disability Services reserves the right to alter or reschedule your service to ensure staff are not put at risk.

**Service Fees**

Guidelines acknowledge that most people value a service that they contribute to; therefore contribution fees apply to all services. These are discussed and determined at assessment and reassessment/review and are based on income and individual circumstances.

Any contribution fees that are collected are used to enhance the program providing further support to eligible community members. Fees are reviewed and updated annually.

A monthly statement will be posted to you and can be paid by various methods such as:

* In person at: an MRCC Service Centre, or at an Australia Post Office
* By cheque or money order in the mail
* By telephone or online with your credit card using Australia Post Billpay

**Privacy and Confidentiality**

You can expect that no personal information will be provided to anyone else outside the service without your permission, unless required by law - such as in a medical emergency.

* MRCC Aged and Disability Services keeps your information securely on file. This is a legal requirement as set out in the Privacy Act
* Information collected is used to best identify supports to meet your needs and assists in evaluating our services to ensure provision of quality care
* It is your right to decide not to share some of your information, although this may restrict our ability to provide the appropriate supports for you
* You can change your mind about how your information is shared
* You are able to request access to your information and/or ask for it to be corrected by contacting the Intake Office
* All consumer information will be treated as confidential and all staff/volunteers are required to sign a Confidentiality Declaration prior to commencement

**Please note:** Some statistical data is provided to the Department of Health and Human Services to ensure the continuation of Aged & Disability Services funding. This information does not include your name, address or any information that would identify you, thereby ensuring confidentiality is maintained. This data is used for statistical purposes only and does not affect your entitlements or access to services.

\*Please also refer to ‘Your Information It’s Private’ brochure from Department of Human Services.

**Communication**

You need to contact Aged & Disability Services if you:

* are not going to be home for your service - i.e. if you have a medical appointment you need to attend. You must provide this notice in advance, to ensure that the funding is not wasted and the service can be provided to another community member who would value the service.
* need to cancel your service due to illness – i.e. you have an infectious disease such as a cold/flu. This will avoid staff becoming ill or passing on the illness to other vulnerable consumers
* are starting a course of cytotoxic drug therapy – i.e. if your medical practitioner has advised that additional safety precautions need to be followed in order to minimise the risk to other people (Note: Cytotoxic drugs may be used to treat some cancers, rheumatoid arthritis, multiple sclerosis, autoimmune disorders etc)
* need to suspend or put your service on hold – i.e. you are going away or into hospital
* change your living arrangements – i.e. have visitors staying with you, another person moves in with you permanently, or you move to new accommodation

**Please note:** You **must be home** for your service. Due to high demand, rescheduling is not always possible. Therefore, please treat your service as you would any other important appointment.

**What if I’m not going to be home?**

If a staff member arrives at your home and cannot locate you, an emergency procedure will be initiated to ensure you are safe.

This may include the staff member contacting the office to notify a Team Leader. The Team Leader may then attempt to phone you at home. If unsuccessful they will call your emergency contacts to ascertain your whereabouts. If still unable to locate you the Team Leader may contact the Police to conduct a home visit and gain entry if necessary

You will be left a ‘calling card’ explaining that your services will be suspended until you contact the office. Please see handout on Information on how to cancel your service if you are not going to be home.

**My Culture**

Please advise a staff member if you observe any cultural/religious beliefs which could impact on the care and services we provide you.You have a right to services that recognise and respect your language and cultural needs. You are welcome to request an **interpreter service** to assist you to communicate with services at any time.

You have the right to be treated with courtesy and accepted as an individual, and to have your individual preferences respected.

**Consumer / Staff Relationship**

Remember that it is ok to build a relationship with staff members and gain some social benefits from the services. However, this needs to remain professional and care plan tasks still need to be completed during the service time.

**Staff are not allowed to:**

* Work in your home when you are not there
* Have keys to your home
* Smoke in your home
* Purchase alcohol or non-prescription drugs on your behalf
* Drink alcohol whilst in your home
* Visit you outside of service time
* Accept gifts from you
* Provide transport for you
* Give out private phone numbers to you. If you wish to leave a message for a staff member, please contact the Intake Office
* Provide or request personal information regarding other consumers

**We ask that you:**

* Respect the rights, privacy and dignity of other consumers, service staff and volunteers
* Be accountable for the decisions that you make

**Accidental damage**

Although staff take particular care while working in your home, occasional accidents or damage to your personal belongings or property may occur. It is important to understand that Aged & Disability Services do not assume any responsibility for replacement or repair costs.

**Can I give feedback?**

Aged & Disability Services encourages and values all consumer feedback, both positive and negative. You should feel confident that any feedback will be dealt with fairly, promptly, confidentially and without retribution. Your feedback is very important to us and assists us to ensure we are providing a high quality community service. An annual survey provides an additional opportunity to provide feedback on the quality of the services you receive. You have the right to complain, express your concerns or provide feedback about the service without the fear of losing the support.

To provide feedback you can contact Aged & Disability Services via phone, mail, email or in person by visiting our Deakin Ave office. Alternatively, you can contact an **advocacy service to assist you**.

An advocate is someone who you can organise to speak on your behalf at any time. Some people you may consider to act as an advocate include:

* A friend
* A family member
* A neighbour
* A religious representative
* Representative from **Regional Information and Advocacy Council Inc**.1800 221 944 \*
* Representative from **Disability Services Commission:** 1800 677 342 \*
* Representative from **Sunraysia Mallee Ethnic Communities Council** 03 5022 1006
* Representative from **Aged Care Complaints Commission** 1800 550 552 \*

**\***1800 calls are free from fixed lines, however calls from mobiles may be charged.

**Can services stop?**

If you feel that you no longer require the service, or require a reduced level of care, please notify us as soon as possible as this enables us to assist others waiting for the service. If, after you cancel your service, you find that you are in need of assistance again, feel free to contact us for another assessment.

In some instances where the staff may be at risk, or services are no longer considered appropriate Aged & Disability Services retains the right to cancel your services. This would only be done after consultation with yourself.

**Note:** some services are approved for short term assistance only, and these services will cease at the end of the allocated timeframe.

**Personal Care**

Personal Care services provide assistance with tasks which you would normally do for yourself but because of illness, disability, or frailty you are unable to perform these tasks without the assistance of another person.

**Personal Care may include:**

* Assistance/supervision with bathing, showering or sponging
* Assistance with dressing and/or undressing
* Assistance with hair care, shaving and personal grooming
* Assistance with toileting
* Assistance with prescribed exercise or therapy programs (as approved by an allied health professional)
* Fitting and use of splints, callipers and pressure stockings (supported by allied health professionals as required)
* Assistance with hearing aids and communication devices
* Assistance with transfers where appropriate equipment such as a hoist/lifter is in place. Note: staff must first receive individual training in the use of equipment in each consumer’s home, and 2 staff may be required for safety purposes.
* Meal preparation and feeding

**Personal Care does not include:**

* Nursing duties – i.e. wound dressing, medication management, injections, application of prescribed creams/lotions etc.
* Lifting which poses a risk to both consumer and staff – i.e. must be independent with transfers or have suitable equipment in the home for staff to use.
* Nail care – i.e. cutting toenails.
* Other tasks that may risk the safety of the consumer and/or staff member.

**Respite/Flexible Respite**

If you are caring for a person who due to frailty or disability, cannot be left alone without supervision and assistance you may be able to receive Respite services to provide you with a break from your caring role.

In-home Respite involves an appropriately qualified staff member attending your home to provide individualised support to the person you care for by engaging them in meaningful, age appropriate activities whilst also ensuring their comfort and wellbeing. This break can enable you to engage in community, recreational and family activities such as shopping, attending appointments/support groups, and socialising.

Respite can be provided on a regular or occasional basis, depending on assessed need. All occasional booking requests need to be made as far in advance as possible to ensure service availability. Emergency situations will be taken into consideration.

**Respite may include:**

• Assistance with personal care for example showering, dressing, toileting etc.

• Assistance with therapy routines (as approved by an allied health professional)

• Engaging in preferred activities with consumers such as talking, playing board games, walking, reading, painting, playing, writing activities, puzzles, gardening, cooking, reminiscing.

• Assistance with meal preparation and eating

• Assistance with light household tasks such as washing dishes, hanging washing etc provided the person being cared for does not require close supervision

• Monitoring of well being

**Respite does not include:**

• Out-of-home respite, overnight respite or respite for extended periods of time

• Leaving a consumer unattended.

• Caring for children outside of family

• Nursing duties – i.e. wound dressing, medication management, injections, application of prescribed creams/lotions etc.

• Lifting which poses a risk to both consumer and staff member – i.e. must be independent with transfers or have suitable equipment in the home for staff to use.

• Other tasks that may risk the safety of the consumer and/or staff member.

**Please note:** It is your responsibility to ensure you do not exceed the allocated service time.

**Home Care/ Domestic Assistance**

Domestic Assistance services provide assistance with domestic tasks which you would normally do for yourself but because of illness, disability, or frailty you are unable to undertake these tasks without some support.

**Home Care may include:**

* Assistance with floors i.e. vacuuming, sweeping, mopping
* Assistance with cleaning of the bathroom and toilet (1 bathroom per service)
* Assistance with washing of linen and clothes
* Assistance with changing bed linen
* Assistance with shopping, banking and bill paying (with approval)
* Assistance with preparing meals (when no other options are available)
* Assistance with a small amount of dusting (if identified as a need during assessment)
* Assistance with spring cleaning tasks (periodical)

**Home Care does not include:**

* Cleaning areas of the house used by non-eligible residents.
* Moving heavy furniture
* Washing floors on hands and knees
* Hanging of curtains
* Window cleaning
* Any duty where the worker is required to stand on furniture, ladders or other objects
* Escorted shopping
* Turning mattresses
* Hand washing or hand wringing of items
* Using strong chemicals (please refer to ‘What about chemicals/equipment?’ on page 9)
* Other tasks that may risk the safety of the consumer and/or staff member.

**Please note:** Domestic Assistance/Home Care services are limited and designed to maintain a basic level of household cleanliness concentrating on your essential living areas. If multiple tasks are required within your allocated service time please prioritise these to ensure the tasks most important to you are completed first.

**Property Maintenance/Home Maintenance**

Home Maintenance services provide assistance with basic home maintenance tasks pertaining to safety and security which you would normally undertake but due to illness, disability, or frailty you require support. Property Maintenance is not a regular fortnightly or monthly service and should only be booked when you have a specific task you require support with.

Property Maintenance bookings are based on how urgently assistance is needed to maintain a safe and secure home environment. Property Maintenance staff can help you prioritise your needs if you have several tasks you require assistance with.

Please note:

* Disposal of waste at the landfill occurs during your service time.

**High priority tasks may include:**

* Plunging sinks
* Replacing light globes
* Minor modifications such as installation of ramps, rails, steps (as approved by an Allied Health Professional) and weather strips on doors
* Repairing door locks, hinges, pelmets, windows, cupboards, drawers, floors, flywire screens, furniture
* Installation of smoke detectors and replacing batteries
* Chopping fire wood (45 minute job)
* Prune overhead branches impeding safe access
* Repairing undulating areas/walkways (not full top dressing of lawns)
* Dispose of deceased household/domestic animals – i.e. dog, cat, rabbit
* Minor repairs to paths, paving

**Medium priority tasks may include:**

* Cleaning shower bases, fridge, deep freeze
* Cleaning out a room within the house
* Installing tap washers and showerheads, repairing toilet cisterns
* Minor repairs to tiled floors, walls
* Minor furniture repairs
* Cleaning exhaust fans, air conditioning vents
* Tuning televisions
* Repairing or pulling down pergolas
* Take garden rubbish to tip (to be completed within the allocated service time only. Disposal of non-garden waste may incur additional tip fees that must be paid at time of service)
* Whipper snipper – lawn edging where overgrowth is a trip hazard
* Raking leaves - limited, and around the house only
* Installation of new letter box
* Assisting with converting existing garden to low maintenance garden
* Cleaning gutters (under 1.8 meters)

**Low priority tasks may include:**

* Cleaning behind furniture that Home Care staff cannot move
* Cleaning cupboards, including on top of cupboards
* Washing ceilings and walls (preferably 2 staff members in 45 minute sessions)
* Cleaning fans and light fittings (under 1.8 meters)
* Installing doggy doors
* Minimal painting to be completed within 2 hours
* Hanging pictures
* Patching plaster walls
* Rearranging or shifting indoor furniture
* Rearranging or shifting outdoor objects or pot plants (2 staff members)
* Installing/repairing irrigation systems to be completed within 2 hours
* Spraying weeds and/or once off weeding of large areas (limited to 45minutes)
* Cleaning window awnings

**Home Maintenance does not include:**

* Tasks that should be performed by a registered tradesperson or require specialised equipment to complete – i.e. plumber, electrician etc
* Major tasks – i.e. construction or renovation works such as pergolas/carports that require a qualified tradesperson and/or require a Council Permit
* Installing hard wired smoke detectors
* Performing any duties at a height in excess of 1.8 metres (due to OH&S Regulations)
* Window cleaning or similar tasks that have no impact on your immediate safety or security
* Lawn mowing
* General gardening
* Pruning/weeding of farming blocks
* Removing established trees
* Removing asbestos
* Additional limitations may apply to public/private rental properties and properties within a retirement village
* Other tasks that may risk the safety of the consumer and/or staff member.
* Work over 1.8 meters

To schedule a Home Maintenance service you will need to contact Aged & Disability Services and clearly identify what tasks you need support with. Office staff may ask you additional questions about your booking to ensure any high priority safety concerns are addressed as quickly as possible.

At times we may need to make changes to your service, so that an urgent safety matter can be tended to, but we try to keep this to a minimum.

**PAG/Social Support Group**

Planned Activity Group (PAG) / Social Support Group provide activities that are aimed at increasing or maintaining your level of physical health and social wellbeing, and provide respite and support for your carer. These groups are designed to be accessible for people with varying levels of ability and are delivered by qualified instructors.

A MRCC **Medical Clearance Form** is distributed at the time of Assessment and will need to be completed by your Doctor prior to attending most of these programs. After surgery or an infectious illness you will also need to provide us with a clearance certificate from your Doctor.

**Planned Activity Groups provided by MRCC include:**

Living Longer Living Stronger Exercises

These 45 minute gentle exercise classes are held at various locations and include the following activities:-

* Warm Up
* Chair Based Exercises
* Strength Training
* Flexibility and Balance
* Relaxation
* Cool Down

Following completion of the exercise class a morning tea is supplied which is included in the program cost.

Please note: Monday morning Gentle Exercise Classes can supply free transport for Mildura residents via our Community Bus. This is for transport directly to and from your home to the venue, and is available by pre-arrangement only.

**Mystery Bus Tours**

This is a great social program which takes you on a mini-bus trip around the local district to take in the sights before enjoying lunch at a selected venue. This program includes picking you up and dropping you off directly to your home, and the mini-bus has a lift to enable access for people with limited mobility. You will also need to purchase your own lunch.

Please note: When attending the Mystery Bus trips, you will be picked up from your home and dropped off back at your home at the end of the day. There will be no exceptions.

**Warm Water Exercises**

These 45 minute gentle exercise classes are held in warm water at the Mildura Waves complex and include the following activities:

* Warm up
* Strength Training
* Flexibility & Balance
* Working with equipment such as water noodles etc
* Cool down

Following completion of the exercise class consumers can choose to access morning tea or lunch from the canteen at own cost.

**Carpet Bowls**

This is a program for individuals with an Acquired Brain Injury which enables you to enjoy a social game of carpet bowls at the Workingman’s Club and then have lunch in the bistro. There are no costs for this program other than needing to purchase your own lunch.

**Important Reminders for Social Support Group participants:**

• Wear loose, comfortable clothing and supportive shoes to the exercise programs, and appropriate swimwear to the warm water exercises

• Bring your own water bottle and towel, if applicable

• Arrive to your exercise or swimming program a few minutes early to be able to collect your equipment and start the class on time

• You must start the exercise and swimming programs with the warm ups and complete with the cool downs to ensure you don’t injure yourself.

**Social Support Group does not include:**

• Attendance at group programs if you live in a nursing home or hostel

• Providing 1:1 or highly individualised support (unless funded privately) which would impact on our ability to meet the needs of others in the group

• Providing specialised equipment or facilities

**Timetable:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** |
| **9:00am - 11:00am**  'Living Longer Living Stronger Program'  Senior Citizen's Centre  **Mildura** | **9:00am - 11:00am**  'Living Longer Living Stronger Program'  Merbein Hub  **Merbein** | **8:30am - 10:30am**  'Living Longer Living Stronger Program'  RSL Hall  **Red Cliffs** | **9:00am - 11:00am**  'Living Longer Living Stronger Program'  Senior Citizen’s Centre  **Irymple** | **8:30am - 10:30am**  'Living Longer Living Stronger Program'  Senior Citizen's Centre  **Mildura** |
| **10:30am - 1pm**  'Carpet Bowls' for people with an Acquired Brain Injury  **Mildura Workingman's Club** | **10:00am – 3:00pm**  'Mystery Bus’ will collect you from your home and then return you to your home after lunch. | **10:30am - 11:15am**  **11:30 – 12:15pm**  ‘Gentle Water Exercise Program' **Mildura Waves Pool** (45min sessions) | **10:00am – 3:00pm**  'Mystery Bus’ will collect you from your home and then return you to your home after lunch. |  |

**What about chemicals/equipment?**

You need to provide appropriate cleaning products and equipment for staff to use in your home. This is to keep you safe and minimises any risk of cross infection between homes. You will need to have any required items organised prior to your first service to ensure your service can start without interruption or suspension.

Any specific questions or concerns relating to equipment/chemicals can be discussed with the Assessment Officer, Team Leader or staff member as needed, however some basic guidelines include:

* **Chemicals** – staff are only able to use approved chemicals from the list shown below, and have the right to refuse to use other chemicals. Strong agents such as bleach, Domestos, methylated spirits etc can not be used. Property Maintenance staff may be able to use some additional chemicals – i.e. weedicides, oven cleaners etc and this can be discussed prior to the service.

**Please note:** Due to changing OH&S requirements and chemical ingredients, the approved chemical list is regularly reviewed and updated.

* **Electrical equipment** - any electrical equipment needs to be in good working order i.e. no loose/faulty electric cables, no breaks that impair ability to use etc.
* **Mop & bucket** – OH&S regulations mean that staff are not able to use heavy metal buckets, or use mop heads that require hand wringing.
* **Additional materials** - if any additional materials are required for your service, these are to be purchased at your own cost. These may include items such as: repair materials, light globes, chemicals, rails etc. To maximise your service time, it is suggested that any such materials be organised in advance.

**Approved Chemical List**

**Bathroom cleaning:**

• Earth Choice Bathroom & Shower

• Handy Andy - Pink, Green or White

• Jif Regular

• Orange Power Shower, Bath & Tile Cleaner

• Select Disinfectant Hospital Grade - Eucalyptus

**Floors:**

• Air Wick 2 in 1 Carpet Fresh

• Ajax Floor Cleaner - Lemon or Baking Soda

• Black and Gold White Vinegar

• Handy Andy - Pink, Green or White

• Orange Power Shower, Bath & Tile Cleaner

• Coles Smart Buy Disinfectant Lavender 2L

• Select Disinfectant Hospital Grade - Eucalyptus

• Woolworths Home Brand White Vinegar

**Windows and Mirror cleaning:**

• Black and Gold White Vinegar

• Earth Choice Glass Surface & Window Cleaner

• Windex Glass Original

• Woolworths Home Brand White Vinegar

**Toilet cleaning:**

• Black & Gold Disinfectant – Lemon, Lavender, Pine or Eucalyptus

• Coles Smart Buy Toilet Cleaner

• Handy Andy - Pink, Green or White

• Woolworths Homebrand Toilet Cleaner

**General cleaning:**

• Black and Gold White Vinegar

• Earth Choice Multi-Purpose Cleaner

• Handy Andy - Pink, Green or White

• Jif Regular

• Woolworths Home Brand White Vinegar

|  |  |  |  |
| --- | --- | --- | --- |
| Air Wick 2 in 1 Carpet Fresh | Handy Andy - Pink, Green or White  Handy Andy Pink and Lemon | Jiff Regular | AJAX Floor Cleaner -Baking Soda  Photo Ajax Lemon & Baking Soda Floor Cleaner |
| Windex Glass  Original | Woolworths Homebrand Toilet Cleaner | Woolworths  Home Brand  Woolworths Homebrand Eucalyptus Disinfectant 30 01 2014Disinfectant | Woolworths Home Brand White Vinegar |
| Black and Gold White Vinegar  chemical pictures 002 | Black and Gold Disinfectant – Lemon Lavender, Pine or Eucalyptus  chemical pictures 001 | Coles Smart Buy Toilet Cleaner  Citrus | Coles  Multi Purpose Cleaner  Eucalyptus or Orange  chemicals 30 01 2014 |
| Orange Power Shower, Bath & Tile Cleaner | Earth Choice Multi -Purpose Cleaner  Earth Choice Multi Purpose | Earth Choice Window Cleaner  Earth Choice Window | NOTE: These Three Coles Green Choice products have been discontinued |