

# Cleaning Expectations in Your Home

## Keeping Your Home Clean Is a Shared Responsibility - Working Together

Keeping your home clean and comfortable is a shared responsibility, and it's important that everyone is on the same page as to who, how and the timing of cleaning being done around your home.

With the NDIS continuing to mature and evolve, CPL Group see this as an opportunity to work alongside you to make sure cleaning needs are being met. Some day-to-day domestic tasks will be completed by your Direct Support Workers (DSW), and some general cleaning is outside of their scope and needs to be completed, or organised to be completed, by you. As Housing Provider, CPL Group will also complete some deep cleaning & regular maintenance to ensure that your home is kept in a well-maintained manner.

If extra or spring cleaning is needed, you may be able to use your NDIS Core Supports or arrange additional cleaning privately at your own cost.

If you live with a co-tenant(s) we encourage you to have a house meeting around cleaning expectations including how you might share those costs. Our team is always happy to help support these conversations if needed.

We have compiled some general information below to help you understand your responsibilities and guide conversations with your DSWs or house mates.

## Equipment & Supplies for cleaning

For the DSW's to assist with cleaning, it's important that appropriate equipment and cleaning supplies are available in your home. Below is a suggested list of items that should be provided for staff to use. If you have any specific requirements, please discuss these with your facilitator. You are responsible for ensuring adequate stock levels are maintained in your cleaning kit.

| Item                          | Purpose                                | Notes  |
|-------------------------------|--|--|
| Vacuum Cleaner                | Floors, Carpets                        |  |
| Mop and bucket                | Hard Floors                            | Preference is to have a mop head that can be washed in the washing machine regularly |
| Broom & Dustpan               | Quick Tidy ups                         |  |
| Cleaning cloths/ Paper Towels | General surfaces, kitchen and bathroom | Preference is cloths to be colour coded to avoid cross contamination                 |
| Disinfectant Spray            | General sanitation                     |  |
| Glass Cleaner                 | Mirrors & Windows                      |  |
| Toilet Brush & Cleaner        | Toilet Hygiene                         | Brush to be replaced a minimum of annually   |
| Shower curtain if applicable  | To prevent water spillage              | Curtain to be replaced a minimum of annually   |
| Extendable Duster             | Clean dust-off high surfaces           |  |
| Sponges/ Scrubbers            | Kitchen and bathroom surfaces          | Colour coded for bathrooms, kitchens is preferred.                                   |

|   |                              |  |
|---|------------------------------|--|
| Bin Liners                                    | Waste removal                |  |
| Laundry detergent                             | Washing clothes              |  |
| Dishwasher tablets & cleaners (if applicable) | Washing dishes               | Dishwasher should be cleaned with a supermarket dishwasher cleaner every month. The filter at the bottom needs any food removed & rinsed out regularly.  |
| Oven cleaner                                  | Cleaning of oven             | ** There are companies that provide a mobile oven cleaning service. This should be completed annually  |
| Basic Pest Control                            | Baits, Cockroaches, Ants etc | The Housing Provider will generally complete a pest control annually although this is not in legislation as a requirement. It is recommended you place cockroach baits, ant baits if needed in between the home being sprayed. To avoid pests, keep food items in sealed containers, wipe down benches regularly and ensure crumbs are swept into bin. |

### Cleaning Responsibilities

The list below provides a general guide for how often different household tasks should be completed and by who. Cleaning is an important part of the DSW role; however, your care and safety will always take priority over cleaning tasks.

You and your DSW can discuss which tasks you are able to complete independently and which tasks you need assistance with.

If you feel that your home isn't being cleaned as regularly as it should be, please raise this with your facilitator so your supports can be reviewed.

| Area  | Regular Domestic Cleaning           | Spring Cleaning | Deep Cleaning    | How often the task should be performed |
|---|-------------------------------------|-----------------|------------------|--|
| Responsibility                              | Tenant/ DSW                         | Tenant/s        | Housing Provider |  |
| <b>Bedroom (Personal space)</b>             |                                     |                 |                  |  |
| Vacuuming of carpets & rugs (if applicable) | <input checked="" type="checkbox"/> |                 |                  | Weekly or as needed                    |
| Mopping of hard floors (if applicable)      | <input checked="" type="checkbox"/> |                 |                  | Weekly or as needed                    |
| Dusting surfaces including windowsills      | <input checked="" type="checkbox"/> |                 |                  | Fortnightly                            |

|  |                                     |                                     |  |  |
|--|-------------------------------------|-------------------------------------|--|--|
| Cleaning of accessible windows and screens   |                                     | <input checked="" type="checkbox"/> |  | Annually   |
|  |                                     | <input checked="" type="checkbox"/> |  |  |
| High dusting of fans/ light fittings and removal of critters in top cornices             |                                     | <input checked="" type="checkbox"/> |  | 6 Monthly  |
| Spot cleaning of walls, doors and skirtings  |                                     | <input checked="" type="checkbox"/> |  | 6 Monthly  |
| <b>Bathroom</b>  |                                     |                                     |  |  |
| Clean vanity/ basin, shower/ shower screen, including removal of general household mould | <input checked="" type="checkbox"/> |                                     |  | Daily  |
| Shower curtain replacement   |                                     | <input checked="" type="checkbox"/> |  | Annually   |
| Cleaning of toilet including S-Bend, seat, lid etc                                       | <input checked="" type="checkbox"/> |                                     |  | Daily  |
| Cleaning mirrors   | <input checked="" type="checkbox"/> |                                     |  | Daily  |
| Mopping floors   | <input checked="" type="checkbox"/> |                                     |  | Daily or as needed   |
| Cleaning of accessible windows and screens   |                                     | <input checked="" type="checkbox"/> |  | Annually   |
| Spot cleaning of walls, doors and skirtings  |                                     | <input checked="" type="checkbox"/> |  | 6 monthly  |
| <b>Kitchen (Shared Space)</b>  |                                     |                                     |  |  |
| Wiping of benches  | <input checked="" type="checkbox"/> |                                     |  | Daily as needed  |
| Cleaning of appliances   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |  | Microwave- weekly<br>Stove fan filter monthly – can be placed on a hot cycle in the dishwasher<br>Fridge – 3 monthly<br>Oven – 6 monthly |
| Cleaning of accessible windows and screens   |                                     | <input checked="" type="checkbox"/> |  | Annually   |
| Cleaning of fans/ light fittings & removal of  |                                     | <input checked="" type="checkbox"/> |  | 6 monthly. Staff may be able to complete of extendable duster is provided by tenant. Staff can not                                       |

|  |                                     |                                     |  |  |
|--|-------------------------------------|-------------------------------------|--|--|
| critters in the top cornices   |                                     |                                     |  | remove light fittings as this out of scope and will require a tradesperson   |
| Vacuuming & mopping  | <input checked="" type="checkbox"/> |                                     |  | Weekly or as needed  |
| Dishwasher filter & internal clean   | <input checked="" type="checkbox"/> |                                     |  | Filter at base should be cleaned after each use. Dishwasher cleaner should be used monthly   |
| Wiping inside & fronts of cupboards & drawers                              | <input checked="" type="checkbox"/> |                                     |  | Monthly- spot cleaning should occur when spills arise  |
| Dusting of windowsills   | <input checked="" type="checkbox"/> |                                     |  | Fortnightly  |
| <b>Living Areas</b>  |                                     |                                     |  |  |
| Dusting of windowsills   | <input checked="" type="checkbox"/> |                                     |  | Fortnightly  |
| Cleaning of accessible windows and screens                                 |                                     | <input checked="" type="checkbox"/> |  | Annually   |
| Cleaning of fans/ light fittings & removal of critters in the top cornices |                                     | <input checked="" type="checkbox"/> |  | 6 monthly. Staff may be able to complete of extendable duster is provided by tenant. Staff cannot remove light fittings as this out of scope and will require a tradesperson |
| Vacuuming & mopping  | <input checked="" type="checkbox"/> |                                     |  | Weekly - as needed   |
| Spot cleaning of walls, doors and skirtings                                |                                     | <input checked="" type="checkbox"/> |  | Annually   |
| <b>Laundry</b>   |                                     |                                     |  |  |
| Removal of lint from dryer   | <input checked="" type="checkbox"/> |                                     |  | After each use   |
| Dusting of lint (from dryer) off walls                                     | <input checked="" type="checkbox"/> |                                     |  | Monthly or as required   |
| Cleaning of fans/ light fittings & removal of critters in top cornice      |                                     | <input checked="" type="checkbox"/> |  | 6 monthly. Staff may be able to complete of extendable duster is provided by tenant. Staff cannot remove light fittings as this out of scope and will require a tradesperson |
| Cleaning of accessible windows and screens                                 |                                     | <input checked="" type="checkbox"/> |  | Annually   |
| Spot cleaning of walls, doors and skirtings                                |                                     | <input checked="" type="checkbox"/> |  | Annually   |
| Vacuuming & mopping  | <input checked="" type="checkbox"/> |                                     |  | Weekly or as needed  |
| Dusting of windowsills   | <input checked="" type="checkbox"/> |                                     |  | Fortnightly  |

| Garage   |                                     |                                     |                                     |   |
|--|-------------------------------------|-------------------------------------|-------------------------------------|---|
| General tidy up-<br>removal of rubbish/<br>redundant equipment |                                     | <input checked="" type="checkbox"/> |                                     | Quarterly                                       |
| Outdoor Areas  |                                     |                                     |                                     |   |
| Sweeping near front<br>door                                    | <input checked="" type="checkbox"/> |                                     |                                     | As required                                     |
| High pressure washing<br>of exposed patios and<br>paths        |                                     |                                     | <input checked="" type="checkbox"/> | Annually  |
| Leaf removal from<br>gutters and roof                          |                                     |                                     | <input checked="" type="checkbox"/> | Annually  |
| House Wash   |                                     |                                     | <input checked="" type="checkbox"/> | As determined by Housing Provider<br>inspection |
| Other  |                                     |                                     |                                     |   |
| Pest Control Spray<br>(Internal)                               |                                     |                                     | <input checked="" type="checkbox"/> | Annually  |
| Cleaning of air<br>conditioner filters                         |                                     |                                     | <input checked="" type="checkbox"/> | 6 monthly                                       |
| Smoke alarm testing  |                                     |                                     | <input checked="" type="checkbox"/> | Annually  |