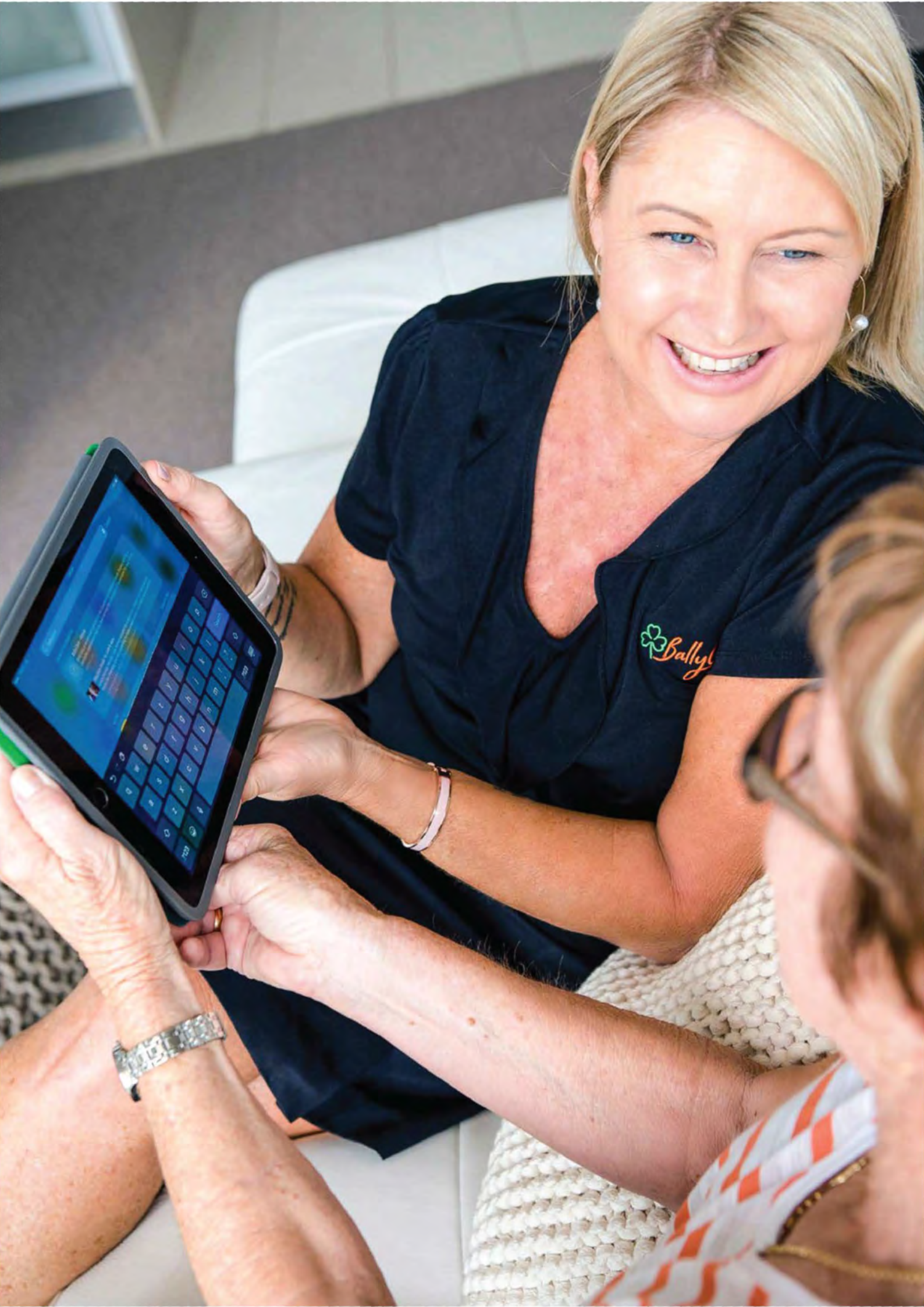




# Commonwealth Home Support Program Client Handbook





# *Welcome to BallyCara*

BallyCara is a charitable organisation with a passion & focus on inspiring Healthy & Happy Living across generations and communities. BallyCara is a provider of Home Care, Wellness, Short-Term Restorative Care, Retirement Living and Residential Care. We're forging new frontiers to enable people to live fulfilling lives regardless of age through the provision of individualised care, services, and contemporary community and accommodation infrastructure.

Inspiring Healthy & Happy Living is our Why. All that we do with older people, our staff and those we connect with, is underpinned by the focus & attention we give everyone to enable them to live a healthy & happy life in a way that is meaningful to them. Our How is Impact through Relationships. We value & recognise the impact we have through our interactions & connections. Together we build relationships with people using our services, their families, our staff and the wider community. People are at the heart of all we do, through meaningful and inclusive relationships.

Using our knowledge & relational approach we positively influence, lead and inspire. We wish to transform the conversation and approach to later life and growing old in Australia and beyond.

Through Partnerships, together we enable better lives through purposeful connections and collaborations. Each day we continue to grow this offering by delivering significant community health and social benefits to older people. From our spiritual home at Scarborough, nestled on Queensland's beautiful Moreton Bay, BallyCara has expanded across Australia.

Our Residential Care and Retirement Village are located at Scarborough, Home Care and Wellness Programs are offered in a variety of locations across Moreton Bay, Brisbane North, Logan, Gold Coast and Melbourne North.



# Your BallyCara Contact

Your **BallyCara Customer Service Officer (CSO)** information:

**When to contact:** *schedule related - cancelling or changing services*

**Contact times:** *5:00am-8:00pm (Monday-Friday)  
7:00am-8:00pm (Saturday/Sunday/Public Holidays)*

*Outside our contact times, please leave a voicemail or email your region email address (including Saturday and Sunday)*

Region: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_



# What sets us apart?

## **Our Sona® Values**

Our Sona® Values guide our decision making. They show up in what we think and do. They strengthen our relational approach through our people being in the right place; at the right time; doing the right thing in the right way. Our Sona® Values apply to all our people and the relationships we have (existing and new); giving us, our relationships, and the interactions we have the opportunity to be the best they can be. They will be evidenced through how we behave and what people experience and feel.

**Everyone Matters** - Each person and their well-being is important to us

**Creativity** - Collaborate and Innovate courageously

**Integrity** - Authentic and Transparent

## **Our Sona® Behaviours**

We demonstrate our Sona® Behaviours through:

- How we are living our values
- What our customers can expect to experience when they use our services
- How we behave with one another as colleagues
- How we fulfil our why/purpose of 'Inspiring Healthy and Happy Living'

For every value, behaviours have been identified that show how we are living our values. We use the behaviours to:

- Ensure we recruit and retain the right people who share, live and put into practice our values.
- Support how we enable our people to be the best version of themselves. This is enabled through our regular feedback sessions which are a two-way process.
- To help identify learning and developmental opportunities for our people.



# BallyCara as your Commonwealth Home Support Program Provider

BallyCara, an established provider in the aged care sector in Australia, offers a range of services under the Commonwealth Home Support Program (CHSP). This government-funded program is designed to help older Australians stay independent and in their own homes for as long as possible by providing entry-level support services.

With BallyCara working closely with you throughout this journey, you will receive comprehensive and continuous support, enabling you to live independently and confidently in your home.

## **Your BallyCara contact will arrange**

- Service planning once My Aged Care has deemed you eligible and develop a personalised care plan that outlines the specific services you require.
- Service implementation of the services outlined in your care plan, ensuring that they fit into your routine and preferences.
- Ongoing support through regular check-ins to ensure that the services are meeting your needs and to make any necessary adjustments to your care plan.
- Additional assistance if you require service beyond what the CHSP covers, your BallyCara contact will provide information and assistance in accessing other support services.



# Commonwealth Home Support Program Overview

The CHSP aims to provide entry-level support to older Australians who need assistance with daily tasks to maintain their independence. The program focuses on wellness and reablement, helping individuals improve their ability to perform everyday activities and enhancing their overall quality of life.

## **Eligibility**

To be eligible for CHSP services, individuals must:

- Be aged 65 years or older (50 years or older for Aboriginal and Torres Strait Islander people).
- Require assistance with daily living activities to remain independent.
- Be assessed and approved for services by My Aged Care, which determines the specific types of levels of support needed.

## **Funding**

### Government Funding:

Supported by the Australian Government Department of Health and Aged Care, the program is designed to be cost-effective and to provide value for money by delivering entry-level support services.

### Client Contributions:

While the government funds the majority of the program, clients are also expected to contribute to the cost of the services they receive, based on their financial circumstances. These contributions help ensure the sustainability of the program and enable more people to access support.

## **Fee Structure**

The fee structure is designed to be fair and affordable, taking into account the client's income and ability to pay. Service providers, like BallyCara, will discuss and agree upon these contributions with clients during the care planning process.



# Range of Services

The BallyCara services are designed to help with daily tasks, enhance quality of life, and promote social engagement. Below are some examples of common services, this is not an exhaustive list, please always speak to your BallyCara contact if you have a request. As the client, you are required to be present for services to be delivered.

*These services are specific to certain Aged Care planning regions.*

## **Domestic Assistance**

BallyCara helps with household tasks such as cleaning, laundry, and shopping, ensuring a safe and healthy living environment.

## **Personal Care**

Assistance with daily personal activities, including bathing, dressing, and grooming, to maintain personal hygiene and dignity.

## **Nursing Services**

Health monitoring and nursing care for managing medical conditions.

## **Social Support Individual**

Individual programs and activities to keep client socially connected and engaged.

## **Social Support Group**

Group programs and activities to keep clients socially connected, engaged, and active within their communities.

## **Centre Based Respite Care**

Temporary relief for primary caregivers, ensuring continuous support for the care recipient.

## **Allied Health and Therapy**

Clients have access to a variety of allied health and therapy services, including physiotherapy, occupational therapy, podiatry, remedial massage, social work, Creative Engagement and Digital Engagement therapy.

## **Cancellation Policy**

You may cancel the delivery of services on any given day provided you give us no less than 24 hours' notice of cancellation. If you fail to provide that notice, we will charge you the services fees in respect of the cancelled services.



# Practical Information - Support in your home

## **Policies and Procedures**

BallyCara has policies and procedures in place to protect both our clients and our staff. Some of the most relevant ones relating to services in your home are outlined below, however they are not limited to only these. If you wish to have more information on our policies, please contact your BallyCara contact.

## **Rostered Visit Changes**

- We understand that sometimes you may need to make a change to a rostered visit or service.
- Our staff work to specific schedules which makes it difficult to accommodate short notice changes to appointments.
- Any change requests for rostered visits are to be communicated directly to the office by phoning your region phone number. Our preference for notice of changes to rostered services is 7 days or at a minimum 24 hours notice as per our cancellation policy outlined in this document. All changes to your services are only to be requested through the office and not directly with the Support Worker.



You or your family/carer/advocate are required to contact your BallyCara contact, if:

- you will be away from home on the day of your service
- you are admitted to hospital
- you plan to go on holiday
- you plan to move to another location
- you plan to move interstate or overseas
- if you plan to move into permanent aged care
- your health status or circumstances have changed

BallyCara strives to ensure rostered visits occur when they are planned however sometimes there may be an unexpected need for us to reschedule or cancel a planned visit for example, if your regular care worker is absent from work and an alternative qualified staff member is not available at the time you require. In this instance we will contact you to discuss options and to arrange another suitable time.

As CHSP only provides entry-level support, services will not occur on Public Holidays or weekends. Your BallyCara contact will be able to advise of schedule any changes.

Please note that staff are not allowed to give out their private telephone numbers in any circumstances.

### **Right to Refuse Service**

BallyCara reserves the right to refuse services to persons who it reasonably believes may pose a risk to the safety and well-being of other clients, staff, or themselves.



## **Pets**

Our staff are instructed not to enter premises if it is identified that a pet is not properly restrained. No matter how "gentle" your pet is, please ensure it is properly restrained, for example, put outside during service time. If you have concerns, please discuss with your BallyCara contact.

## **Gifts**

While we understand you may become friendly with BallyCara staff, they are not permitted to accept gifts with a value of more than \$20.00, in accordance with our Policy. This to protect both our clients and staff. Any gifts received by staff are to be disclosed to Management.

## **Smoking Policy**

BallyCara does not permit staff to smoke in the workplace and therefore staff are not permitted to smoke in a client's home. It is also the expectation that staff will be able to work in a smoke free environment.

Therefore, it would be appreciated if you would refrain from smoking in the house when a staff member is there. Staff can refuse to undertake a service if it is deemed to be hazardous.

## **Personal Property**

Please be aware staff will take due care of your personal property while undertaking tasks.

## **Cash Handling**

*Staff including Home Care workers are not permitted to:*

- Use your bank card
- Accept gifts of money from clients, borrow money from clients or lend money to any clients
- Have their names shown on any bank or building society passbook or account documentation, or any documents that provides full financial authority for them to undertake transactions on behalf of the client.
- Take money or property from clients for safe keeping



If you require support to get cash or access the bank/ATM, please speak with your BallyCara contact so they can work with you to protect you and our staff.

**Our staff will report to the office immediately:**

- If they are concerned about your financial security
- If a misunderstanding arises between the client and one of our staff regarding the handling of cash including cash being mislaid
- If there are concerns about potential financial abuse of a client

**External Incidents and Situations**

Staff, clients and/or other parties, who, through a BallyCara service or activity, become aware of an incident or situation that is beyond the scope of their duties or operations of the organisation, are to immediately report this to your BallyCara contact.

BallyCara staff will not attempt to resolve, mediate or become in any way involved with a dispute, conflict or suspected trauma situation unrelated to organisations activities, except where a clear and immediate physical danger to a person is apparent.

**Our Staff**

**Staff undertake annual training in:**

- Aged Care Quality and Safety Standards
- Code of Conduct and Sona®
- Rights and Responsibilities
- Duty of Care
- Confidentiality
- Workplace Health and Safety
- Infection Control
- Medication Prompt
- Manual Handling
- Senior First Aid and CPR
- Cash Handling

BallyCara staff meet the certification or qualifications relevant to the position they are employed to be in. E.g. Registered Nurses hold a Bachelor degree and are required to meet the annual AHPRA Registration requirements.



# Workplace Health and Safety

Prior to the commencement of services, our staff will undertake a workplace health and safety assessment of your home. This will include entry/exit points, any hazards, as well as assessing any equipment or cleaning fluids our staff may use.

Clients are reminded that they must provide all the necessary equipment and cleaning products for domestic assistance. Staff may refuse a service if it is deemed that it would be unsafe to carry out the task/s, due to either the environment or faulty equipment/cleaning products.

## **Some examples are:**

- any climbing/ladders
- using unlabelled chemicals
- inappropriate or prolonged bending or stretching lifting or moving heavy objects
- using poorly maintained electrical equipment
- working in poorly ventilated areas
- faulty or unsafe electrical devices

## **Chemicals in the home**

Our staff may be exposed to chemicals everyday due to their work so to protect them, we insist that they do not work with hazardous chemicals in your home. Staff are not permitted to use bleach-containing products or any corrosive chemicals such as oven cleaners. Simple detergents and non-hazardous chemicals can only be used by staff. All cleaning products have instructions for use on them and advise if the product is hazardous and what protective equipment should be used. Please ensure you purchase non-hazardous chemicals for the staff to use. Please refer to Appendix 1-3 on pages 26-27 for product list. Staff will use the appropriate personal protective equipment, such as gloves when using chemicals.

Do not mix chemical products.



## Treatment of Staff

Under the Charter of Aged Care Rights and Workplace Health and Safety legislation staff are entitled to;

- Be treated with dignity and respect
- Any kind of violence, harassment or abuse towards staff or others is not acceptable
- You are expected to maintain a safe environment for staff to work in

## Your Rights

Your rights are protected by a Charter of Aged Care Rights which applies to all Government Funded Aged Care Services including Commonwealth Home Support Program services.

Have the right to;

- Safe and high quality care and services; Be treated with dignity and respect;
- Have my identity, culture and diversity valued and supported;
- Live without abuse and neglect;

- Be informed about my care and services in a way I understand;
- Access all information about myself, including information about my rights, care and services
- Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- My independence;
- Be listened to and understood;
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- Personal privacy and to have my personal information protected;
- Exercise my rights without it adversely affecting the way I am treated



A copy of the Charter of Aged Care Right is provided to you at your initial meeting with your BallyCara contact.

It is signed by your BallyCara contact and you have the option to sign also. If you choose not to sign, it does not affect the care and services that you receive in any way. This document is kept in your client file.

If you feel at any time that your rights are not being respected, please reach out to your BallyCara contact to discuss as we want to ensure you receive the best care and services and you feel that you are being properly looked after and treated well.

**Important:** Our team are not able to act in any legal capacity on your behalf such as an Enduring Power of Attorney or Executor of your Will, or sign any type of personal document as a Witness such as a Will or statutory declaration.

## Privacy and Consent

The Australian Privacy Principles under the Commonwealth Privacy Act 1988 sets out how organisations like BallyCara may collect, store, use, disclose and protect your personal information.

BallyCara has strict policies in place about who can access our clients' information and must have your consent to collect and use specific personal and health information. The information we gather is used to help us determine the best possible care and assistance required, which is tailored to your individual needs and goals.

As a Government Funded Provider, we provide information relevant to you as requested and as part of mandatory reporting and claiming.



We recognise, the importance of protecting this information and are committed to ensuring that all personal information we collect is handled with respect, sensitivity, and confidentiality. We use the latest systems to ensure our clients' information is stored in a professional and secure manner, with our dedicated staff, volunteers and contractors maintaining strict confidentiality and respect of our clients' privacy at all times.

### **What details does BallyCara collect about me?**

To help manage and coordinate your care and services, we maintain paper and / or electronic records that usually contain the following details:

- Your name and contact details
- Contact details including next of kin or legal guardians
- Doctor / health care professional's contact details
- Care and support services delivered by us including a written care plan
- Health information including images and scanned bank account details
- Pension, Medicare, or Department of Veterans' Affairs numbers

All your information is kept secure electronically in password protected systems with paper-based information kept in client files securely locked and only accessed by authorised staff.

### **Can I see what information BallyCara holds about me?**

Yes. Please speak to your BallyCara contact.

### **How can I get further information?**

For information about privacy issues associated with your care, change your consent approvals, receive further information, or view our Privacy Policy please contact your BallyCara contact.

If you believe we have breached the privacy of your personal information, please contact your BallyCara contact.





# Advocacy

## What is an advocate?

An advocate is someone who works and speaks out solely on your behalf and will help you remain informed throughout the decision-making process.

An advocate can be a family member, friend, or someone from an advocacy service. An advocate can:

- support you when you have assessments and / or case conferences
- provide detailed information and help you to work through difficult issues
- help you review all the possible options of assistance that may be available to you including other services
- ensure you are aware of your rights and responsibilities

## External Advocacy Agencies

These agencies are independent of BallyCara and with your permission, we can arrange a referral.

## Older Persons Advocacy Network (OPAN)

Is a national network made up of 9 state and territory-based organisations that have been successfully delivering advocacy, information, and education services to older people in metropolitan, regional, rural and remote Australia for over 25 years.

It is a free service supporting older people and their representatives to address issues related to Commonwealth funded aged care services. In Queensland and Victoria there are two organisations representing the OPAN (Older Persons Advocacy Network).

Their contact details are:

### QLD - ADA Australia

121 Copperfield Street,  
Geebung, QLD 4034

P: (07) 3637 6000 - [1800 818 338](tel:1800818338)

E: [info@adaaustralia.com.au](mailto:info@adaaustralia.com.au)

[www.adaaustralia.com.au](http://www.adaaustralia.com.au)

### VIC - Elder Rights Advocacy

Ross House, Level 2 Room 3  
247-251 Flinders Lane,  
Melbourne, VIC 3000

P: (03) 9602 3066 - 1800 700 600

E: [admin@era.asn.au](mailto:admin@era.asn.au)

[www.era.asn.au](http://www.era.asn.au)



# Incident reporting, investigation, and notifications

During the course of your care, BallyCara takes all necessary measures to ensure your safety and that of our staff. All incidents are reported, investigated and any corrective measures required are undertaken to prevent these issues arising again.

We ensure:

- All our staff are trained to identify and report hazards and incidents
- All necessary steps are taken to respond effectively to the situation including the client's immediate needs and safety
- Information reported to the client and/or their family, will include the details of the staff member dealing with the incident.
- If further investigation is required or the incident needs to be reported to an external party a manager/senior staff member will notify the client and/or their family

- BallyCara will remain in contact with the client and /or family to ensure they remain informed throughout the investigation process, and will ensure they are informed of the outcome when completed. Open disclosure.

## **The Serious Incident Response Scheme (SIRS)**

The SIRS aims to reduce abuse and neglect among people receiving care. The SIRS helps to

- Strengthen aged care systems to reduce the risk of abuse and neglect
- Build provider's skills so they can better respond to serious incidents
- Enable providers to review incident information to drive improvements in quality and safety
- Reduce the likelihood of preventable incidents reoccurring
- Ensure people receiving aged care have the support they need.

## **Role of the SIRS**

Providers tell SIRS about reportable incidents, and SIRS take regulatory action.





# Charter of Aged Care Rights

**All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.**

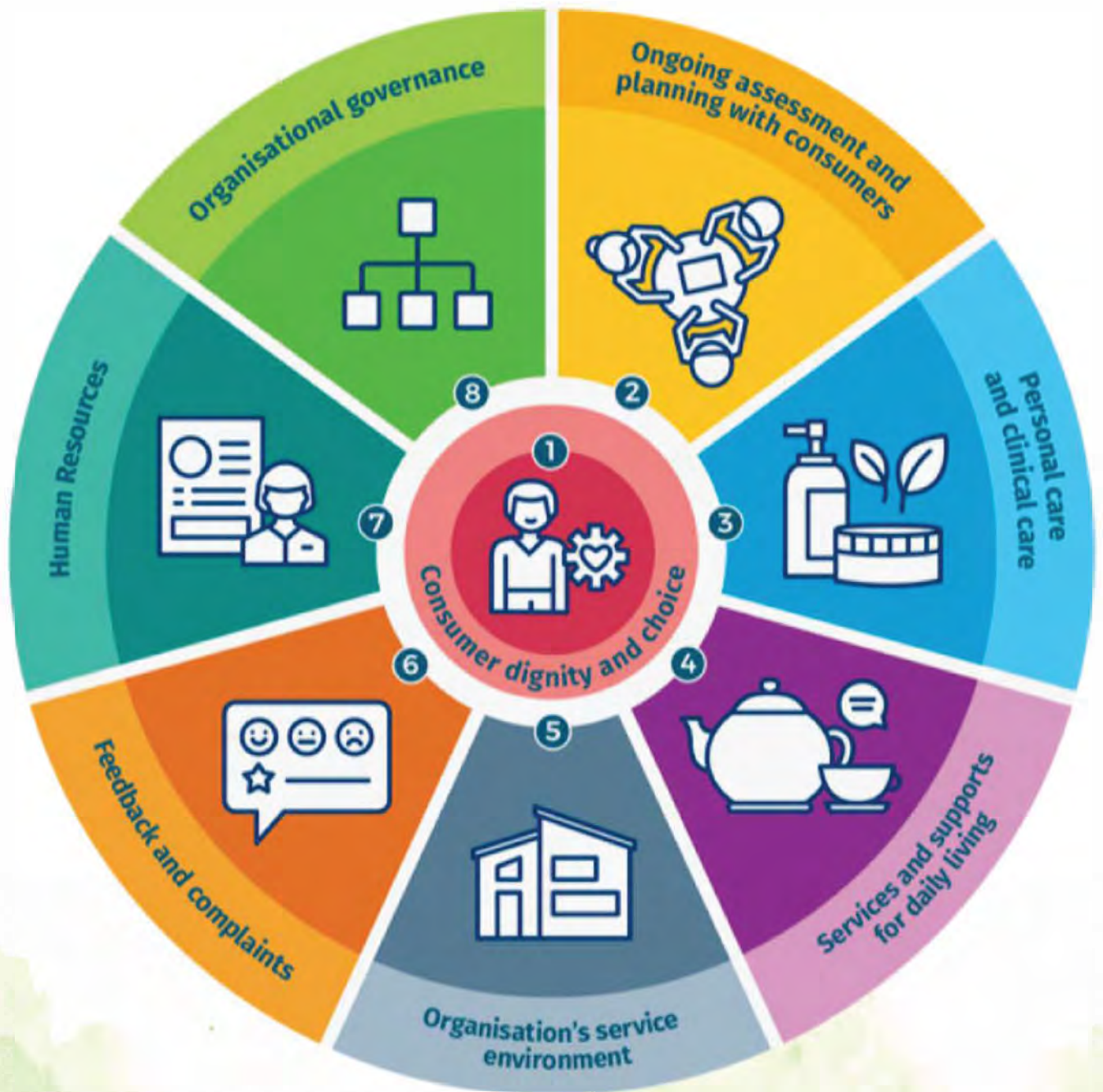
## **I have the right to:**

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk,
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

## **If you have concerns about the aged care you are receiving, you can:**

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

# Quality Standards - Aged Care Quality and Safety Commission



# Your feedback is important to us!

We pride ourselves on our quality of care and services, any feedback you or your family/carer/advocate can provide allows us to improve our services to you and this is very important to us. By keeping us informed about any compliments, complaints, or suggestions we are better able to provide our services to you and the wider community. We encourage you to contact us with any feedback you have.

## **There are multiple ways you can provide feedback to us.**

### **In person**

To any of our staff providing services to you in your home.

### **Telephone**

To your BallyCara contact.

### **In writing**

To the postal address or by email or by completing the feedback form included in your in-home folder

## **I come from a diverse background, how can I provide this feedback or get assistance?**

The Australian Government has services to assist you in providing feedback or seeking help. If you require translating or interpreter services, please contact (TIS) on 131 450 or 1800 550 552.





## Feedback Form

Please feel free to provide us with your feedback by passing your form onto a member of staff, placing your form in a suggestion box or returning via post to PO BOX 228, Scarborough QLD 4020.

### About You— *This is optional but makes it easier for us to respond to you personally*

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Number (s): \_\_\_\_\_  
Email: \_\_\_\_\_

### About Our Services – *What would you like to provide feedback to us about?*

Area: \_\_\_\_\_  
Program or Activity: \_\_\_\_\_

### About Your Feedback – *What would you like to share with us?* Date:    /    /

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Would you like this treated confidentially?     Yes please     No not necessary

### About Our Response— *Is there anything in particular you think we should do?*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Would you like a formal response from us?     Yes please     No not necessary  
*If yes, how would you like to receive the response?*

Email     Mail     Phone     In-Person

### Office Use Only

Date Received: \_\_\_\_\_    Log Number\*: \_\_\_\_\_  
Receiving Officer: \_\_\_\_\_    Position: \_\_\_\_\_

# External Complaint Agencies

If your complaint or concern remains unresolved or you feel uncomfortable raising your concern with us, you have the option of contacting the following agencies. These agencies are independent of BallyCara.

## **Australian Government, Aged Care Quality and Safety Commission**

For concerns or complaints about the care and services provided to people receiving Australian Government subsidised aged care in their homes and in aged care facilities.

Provides an independent compliant resolution mechanism for the community which can support you with information and options, to resolve your concern with the services provider.

**1800 951 822**

[info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Aged Care Quality and Safety Commission  
GPO Box 9819  
Brisbane QLD 4000

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## **Queensland Civil and Administrative Tribunal (QCAT)**

QCAT is an independent accessible tribunal that efficiently resolves disputes and makes decisions on a range of matters.

1300 753 228

(8:30am to 3:00pm Monday-Thursday, 8:30am to 12:00pm Fridays)

## **Victorian Civil and Administrative Tribunal (VCAT)**

VCAT is an independent tribunal which resolves disputes and makes and reviews decisions about a wide range of issues.

1300 018 228

(9:00am to 4:30pm weekdays)

[www.vact.gov.au](http://www.vact.gov.au)



# Other useful contacts

## **Department of Veterans' Affairs**

For complaints about DVA Community Nursing services.

1800 838 372  
[feedback@dva.gov.au](mailto:feedback@dva.gov.au)  
[www.dva.gov.au](http://www.dva.gov.au)

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## **Health Complaints Commissioner (Victoria)**

For complaints about a health service provided to you, a family member, or someone in your care.

1300 582 113

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## **My Aged Care**

A comprehensive guide on the aged care services, with a lot of resources to help you on your aged care journey.

1800 200 422  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## **Carers Victoria**

Provides Carers with information, education, training, advocacy, counselling and other support services to assist them in their caring role.

1800 514 845  
[www.carersvictoria.org.au](http://www.carersvictoria.org.au)

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## **Carers Queensland**

Our objective is to ensure you achieve your goals, enhance your relationships, and move forward with a life based on your own decisions and choices.

1300 626 636  
<https://carersqld.com.au>

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## **National Continence Helpline**

Provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.

1800 330 066  
(8am -8pm Mon- Fri)  
[helpline@continence.org.au](mailto:helpline@continence.org.au)  
[www.continence.org.au](http://www.continence.org.au)





### **Cancer Council Helpline**

Free, confidential telephone information and support service.

13 11 20

[www.cancer.org.au](http://www.cancer.org.au)

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### **PalAssist - Palliative Care Support and Advice**

No-cost 24/7 telephone and online service for palliative care patients, carers, family and friends seeking information and emotional support.

1800 772 273

(7am – 7pm, 7 days)

[info@palassist.org.au](mailto:info@palassist.org.au)

[www.palassist.org.au](http://www.palassist.org.au)

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### **Elder Abuse Prevention Unit**

Telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person.

1300 651 192

(9am – 5pm weekdays)

[eapu@ucommunitary.org.au](mailto:eapu@ucommunitary.org.au)

[www.eapu.com.au](http://www.eapu.com.au)

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### **National Dementia Helpline**

Supports people with dementia, their family and carers, providers practical information and advice as well as up to date information about dementia and other support services.

1800 100 500

[www.dementia.org.au](http://www.dementia.org.au)

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### **Lifeline**

Providing people experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

13 11 14

[lifeline.org.au](http://lifeline.org.au)

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### **Translating and Interpreting Service (TIS)**

Provides translation services to people with limited English and enables service providers to communicate with their non-English speaking clients.

131 450 (within Australia)

(24 hours a day, 7 days a week)

[www.tisnational.gov.au](http://www.tisnational.gov.au)



# Appendix 1 - Approved Cleaning Products

The following cleaning products and/or brands are deemed **SAFE TO USE** as they have low output levels of fumes & are non toxic.



# Appendix 2 - Preferred Cleaning Equipment

**Preferred Cleaning Equipment**

Please ensure your equipment and materials are safe to use.

Heavy or inefficient vacuum cleaners or unsuitable mops are causes of injury to support workers.

- ✓ Mop and bucket with wringer (Not wrung by hand)
- ✓ Lightweight vacuum cleaners



The following types of cleaning products and/or brands are deemed **NOT SAFE FOR USE** by BallyCara staff who work with the community due to **hazardous fumes and high odour** output of the chemicals.

✘ Drano



✘ Easy Off Oven



✘ Domestos



✘ Bam



✘ Bleach e.g. White King



✘ Exit Mould





**BallyCara Commonwealth  
Home Support Program**

[www.ballycara.com](http://www.ballycara.com)

*"Although funding for this Commonwealth Home Support Program has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government."*