

General House Cleaning under Support at Home

Cleaning support keeps your home comfortable, safe and hygienic day to day. Here's what that includes, so there are no surprises when you start working with **#TeamLeora**



Your funding is for everyday upkeep.

General House Cleaning under Support at Home covers essential light cleaning. These are regular jobs that keep a home clean and comfortable, like vacuuming, mopping and washing dishes. What we can help with is tied to your assessed needs and your support plan.

✔ WHAT'S USUALLY INCLUDED

Everyday cleaning we can help with

-  **Floors** - Vacuuming and mopping accessible hard floors and low-pile rugs.
-  **Surfaces** - Wiping accessible benches, tables, shelves, windowsills and furniture.
-  **Bathroom** - Wiping the toilet, basin, shower, bath and reachable surfaces (not intensive scrubbing of built-up grime)
-  **Kitchen** - Wiping benches, sink, stovetop and appliance fronts, like the oven door and fridge.
-  **Dishes and bins** - Washing everyday dishes, and taking out rubbish and recycling.
-  **Light bedroom tidying** - Making the bed, light tidying and wiping surfaces. Bed linen changes sit under Laundry Services.
-  **Reachable glass** - Light wiping of internal glass and mirrors; no ladders or specialist window cleaning.

It's not a professional deep-clean service—and that's by design.

The program funds routine upkeep, not one-off deep cleans, restoration work or specialist jobs. Those are usually arranged privately. Knowing the difference up front means your support hours go where they help you most.

✖ WHAT SITS OUTSIDE THIS SUPPORT

Jobs usually arranged privately

-  **Deep or intensive cleaning** - Heavy scrubbing, built-up grime, grout, mould or restoration work.
-  **Inside appliances** - Cleaning inside ovens, rangehoods, fridges or microwaves.
-  **Specialist cleaning** - Carpet steam-cleaning, stain removal, floor polishing, pest control or dry cleaning.
-  **Outdoor, high or hazardous jobs** - External windows, roofs, walls or work needing ladders or height access. Some safety-related tasks may sit under Home Maintenance and Repairs.
-  **Major decluttering** - Large-scale sorting, heavily cluttered rooms, hoarding or squalor work.
-  **Spring cleans and whole-house resets** - Seasonal or one-off top-to-bottom cleans of the whole home.

A note on responsibility: Some cleaning tasks are not covered through Support at Home because they are the responsibility of another party. This may include work that a landlord, housing provider or insurer is legally required to arrange.

NEED HELP WITH SOMETHING OUTSIDE YOUR FUNDED CLEANING SUPPORT?

-  Leora can help arrange additional private services through our associate providers.
- Private services are arranged separately from your Support at Home funding and may involve additional service or provider fees. We will always explain the details and obtain your agreement before anything is arranged

 Included tasks must still be safe, suitable for light cleaning and linked to your assessed needs and support plan.

 Tasks requiring specialist equipment or more complex support, including hoarding or squalor, may need a reassessment or different service pathway.

Not sure what's covered? Ask your **Leora Care Partner**. They can explain what may be available under your plan and discuss other options if needed.