

COMPANY MANUAL

**Your Complete Guide To
Domestic Cleaning!**



Table of Contents

<u>WORKING FOR THE AGENCY</u>	1	<u>Am I entitled to an ABN?</u>	18
		<u>Features of a business</u>	18
<u>ABOUT ABSOLUTE DOMESTICS</u>	1	<u>Do I Need to Lodge a Tax Return?</u>	19
<u>Types of services</u>	1	<u>What Deductions Can I Claim?</u>	19
<u>Clean Homes</u>	2	<u>How do I keep Tax-Related Records</u>	20
<u>The Agency's Role</u>	3	<u>GST</u>	20
<u>Team Manager's Role</u>	3		
		<u>INSURANCE</u>	21
<u>RECEIVING WORK</u>	3	<u>WORKPLACE HEALTH & SAFETY</u>	26
<u>Accepting Jobs</u>	3		
<u>Client Criteria</u>	4	<u>METHODS AND APPLICANCES</u>	34
<u>Things to Remember</u>	4		
		<u>The "Absolute Domestic" Way</u>	34
<u>THE CLIENT'S ROLE</u>	5	<u>Cleaning Tips</u>	34
<u>Common Client Complaints to Avoid</u>	5	<u>How to Buff</u>	35
		<u>How to Dust</u>	35
<u>THE CLEANER'S ROLE</u>	6	<u>How to leave Your Finishing Touch</u>	36
<u>What are you expected to have?</u>	6	<u>How to Iron</u>	37
<u>Some key dos and don'ts</u>	6	<u>How to Make Beds</u>	42
<u>Essentials kit</u>	8	<u>How to use Microfibre Clothes</u>	45
<u>Why Choose Absolute Domestic's?</u>	9	<u>How to Remove Mould</u>	49
<u>Zero Tolerance Policy</u>	10	<u>How to Mop</u>	50
		<u>How to Polish</u>	50
<u>MEET & GREET</u>	12	<u>How to Read Labels</u>	51
<u>Meet & Greet Process</u>	12	<u>How to Scrub</u>	52
		<u>How to Spot Clean</u>	52
<u>AGENCY PLACEMENT FEES</u>	14	<u>How to Remove Certain Soils & Stains</u>	53
<u>Instructions</u>	14	<u>How to Vacuum</u>	55
<u>Receipt for Completed Service</u>	15	<u>How to Wash Clothes</u>	58
		<u>How to Wet Wipe</u>	65
<u>CREDIT CARD PAYMENT</u>	16	<u>APPLIANCES</u>	66
<u>ABN FREQUENTLY ASKED QUESTIONS</u>	18	<u>How to Clean a Dishwasher</u>	66
<u>Do I need an ABN?</u>	18	<u>How to Clean a Fridge</u>	67
<u>What is a Client Asks for a Tax Invoice?</u>	18	<u>How to Clean a Kettle</u>	68
		<u>How to Clean Microwave</u>	68
		<u>How to Clean an Oven</u>	69
		<u>How to Clean a Toaster</u>	70
		<u>How to Clean a Washing Machine & Dryer</u>	70

Table of Contents

ROOM CHECKLISTS 71

<u>How to Clean a Bathroom</u>	71
<u>How to Clean Showers</u>	72
<u>How to Clean a Toilet</u>	73
<u>How to Clean a Bedroom</u>	74
<u>How to Clean a Kitchen</u>	75
<u>How to Clean a Living Area</u>	76
<u>Laundry room</u>	77
<u>Stairs, Hallway & Other</u>	78

CLEANING VARIOUS SURFACES 79

<u>How to Clean Aluminum</u>	79
<u>How to Clean Acrylic</u>	79
<u>How to Clean Bamboo / Cane / Wicker</u>	79
<u>How to Clean Brick</u>	80
<u>How to Clean Ceramic</u>	80
<u>How to Clean Ceramic Glass</u>	80
<u>How to Clean Chrome</u>	81
<u>How to Clean Cork</u>	81
<u>How to Clean Enamel</u>	81
<u>How to Clean Floating Timber</u>	82
<u>How to Clean Glass</u>	82
<u>How to Clean Granite</u>	83
<u>How to Clean Laminate</u>	83
<u>How to Clean Leather</u>	84
<u>How to Clean Marble</u>	84
<u>How to Clean Metal</u>	85
<u>How to Clean Parquetry</u>	85
<u>How to Clean Painted Surfaces</u>	85
<u>How to Clean Plasma or LCD Screens</u>	86
<u>How to Clean Plaster</u>	86
<u>How to Plastic / Resin</u>	87
<u>How to Clean Polished Concrete</u>	87
<u>How to Clean Polished Timber Floors</u>	88
<u>How to Clean Porcelain</u>	88
<u>How to Clean Slate</u>	89
<u>How to Clean Stainless Steel</u>	89
<u>How to Clean Stone</u>	90
<u>How to Clean Terrazzo</u>	90
<u>How to Clean Travertine</u>	91
<u>How to Clean Two Pack Surfaces</u>	91
<u>How to Clean Unfinished Concrete</u>	91
<u>How to Clean Upholstery</u>	92
<u>How to Clean Vinyl / Linoleum</u>	92
<u>How to Clean Wood</u>	92

TERMS AND CONDITIONS 93 **OF REGISTRATION**

USEFUL CONTACTS 100 **AND NUMBERS**

DISCLAIMER

Absolute Domestics has prepared this Manual for the information and guidance of its cleaning contractors.

The dynamic information shared in this booklet has been put together over a number of years and is a combination of learnings gained from our Certificate III in Housekeeping College course, knowledge passed on from Trainers and registered cleaning contractors, and relevant company information.

Absolute Domestics accepts no responsibility for the incorrect use of this information. Never use anything in a client's home without the knowledge and prior consent of the client.

WORKING FOR THE AGENCY

About Absolute Domestics

Established in 1993, Absolute Domestics is a recruitment and referral agency that specialises in the placement of home cleaners. Our cleaners help busy families and those needing help with the housework, giving them back valuable time, and providing assistance with the household chores.

It is the largest agency of its kind and provides work for thousands of people throughout Australia and New Zealand. The work is what we do in our own homes every day; the only difference is you get paid for it!



Types of Service

Absolute Domestics offers regular and one-off domestic cleaning services that can be booked via our website or over the phone. A regular service is an ongoing weekly or fortnightly clean. It's our most popular service with Thursdays and Fridays being our busiest days. A fill-in cleaner can be organised for the client if you are away sick or on holidays. Products and equipment are generally supplied by the client for regular cleans.

There is an additional charge to our clients if cleaning products and/or equipment are required to be provided by the cleaner. Your Team Manager will advise of this charge of which you will keep.

A one-off service includes Spring Cleans and Move In/Move Out cleans. These are very detailed cleans and are handled by dedicated one-off cleaning specialists. Products and equipment are supplied by the cleaner and these jobs are typically more time consuming, sometimes lasting 1 or 2 days.



About Absolute Domestics affiliated company

Absolute Domestics also has an affiliated company called Clean Homes that provides domestic cleaning services for the disabled, sick, injured and elderly. This is an invoiced service which means you are paid via an online invoicing facility through Clean Homes rather than directly by the client.

Clean Homes provides additional work for our registered cleaners and is a great way to supplement your income. You may be offered Clean Homes jobs from time to time by your Team Manager.

With changes in government, the NDIS (National Disability Insurance Scheme) and the aging population of the country, we are receiving more and more requests for invoiced services. The work is very rewarding because our Clean Homes clients often require help with the housework due to injury or physical limitations. The work you do is very valuable to the quality of their lives during that time.

Clean Homes jobs are typically limited to a set number of visits and the hours of cleaning booked are pre-approved by a third-party provider. We receive requests for NDIS recipients, Insurance and WorkSafe claimants, Aged Care and Veterans' Affairs clients.

In some instances, the job is booked on a permanent basis if the client is permanently disabled and in other situations the job may only be booked for a short time such as 6 weeks. Please ensure you pay particular attention to the details and don't work past the end date for the booking or work more than the hours booked.

*Australia only



1300 305 182



sales@cleanhomes.com.au



www.cleanhomes.com.au

The Agency's Role

The role of the Agency is to recruit and train cleaners, attract and retain clients and provide ongoing work for our cleaning service providers.

Team Manager's Role

You will be assigned a Team Manager to coordinate jobs between yourself and our clients and help you along the way. They are there to listen and support you if you have any concerns e.g. too much work, not enough work.

You will be given their direct telephone number and email address so that you can contact them with any questions you have.

RECEIVING WORK

You must download the App to get work. It's easy to use. You can browse jobs, select the work that suits you and manage your own roster. When requesting jobs, you must check the job notes to ensure you meet the client's requirements. You have 15 minutes once you receive a job offer to accept it otherwise it goes back into the jobs pool, so be sure to have notifications switched on and accept the job offer when it come so you don't miss out .

Once you accept the booking, you will receive the client's phone number. The client is then sent your details, including your phone number. **Please call the client within 24 hours** of accepting the booking to arrange a time to meet.

Accepting Jobs

From the Dashboard you will see jobs available in your area, recent notifications and upcoming cleans. To browse new jobs, click the orange jobs available button displayed or press the Browse Jobs tab on the bottom of the page. From here you will see two options – Available Jobs and Job Offers.

Available Jobs are any new jobs in your area that are on offer. Do not take a job unless you really want it and press back to keep browsing.

Job Offers are jobs that have been sent to you by your Team Manager that might be suitable for you. Use the same process to accept a job offer.

Follow [this link](#) to learn how to use our cleaner app.

Client Criteria

The client's criteria is established by asking the following questions:

- What sort of service are they wanting?
- The frequency required e.g., weekly, or fortnightly.
- How many hours of cleaning would they like e.g; 3 hours.
- Is there a preferred day for the service?

IMPORTANT— You absolutely do not just turn up to a job without contacting the client first. If you don't have the phone number, then you haven't got the job yet!



Things to Remember

- Ensure you factor in travel time before accepting a job
- Please don't accept a job until you are absolutely certain it is going to work for you, for example, you may not be familiar with the area the job is in so it is a good idea to check. Advise your Team Manager so they can make a note on the client's file that you are checking the address and will get back to them. This is better than accepting the job, then handing it back prior to start as this does not appear professional to the client
- Always call the client on initial contact, following up with an SMS if they do not answer within 24 - 48 hours
- If you are unable to make contact with the client after 2 attempts, please notify your Team Manager so they can follow up with the client
- Notify your Team Manager of any permanent changes to your roster
- If a client cancels with you, let your Team Manager know

THE CLIENT'S ROLE

The client's role is to provide a safe working environment for you, provide suitable and appropriate products and equipment, and to pay you on the day of the clean.

Our clients choose to book through the Agency rather than engage a private cleaner because of the following benefits:

- Simple and effective booking process with flat hourly rates
- The cleaner works to their priorities in the timeframe they allocate i.e. Client decides what day they want the cleaning, how many hours of cleaning they want and what tasks they want completed
- Having the same regular cleaner each visit who becomes familiar with what they want done and where their cleaning products and equipment are kept
- Fill-in and replacement cleaners when required
- And most importantly, cleaners that are screened for suitability, police checked, reliable, trustworthy and fully insured

Common client complaints to avoid

- Frequent turnover of service providers or constant changes to days and time of the cleans
- Poor communication with the cleaner
- Poor standard of cleaning
- Dusting around items without lifting them and dusting underneath
- Not doing enough work in the time allocated
- Cleaners leaving the job before the allocated time or before the job is done
- Cleaners not using their initiative to identify and complete obvious tasks
- Not putting away cleaning products and equipment
- Not working to the client's instructions

THE CLEANER'S ROLE

Your role is to provide domestic cleaning duties for our clients. The work you do contributes to quality time for busy people wanting their weekends back and time for themselves...and a clean and tidy home.

What are you expected to do and have?

- Residential cleaning, tidying, washing, ironing, anything that is deemed a domestic chore
- Work a minimum of 10 hours per week
- Have a mobile phone and message bank for communication
- Give the Agency 2 weeks notice if you are resigning or taking holidays.
- If you are sick, initially advise affected clients and ask if they require a replacement cleaner. Then notify your Team Manager
- A reliable car is preferable
- Be prepared to travel up to 30 minutes
- Maintain contact with the Agency as required
- Quote your ID (K/number) in all verbal and written communication
- Have a receipt book to leave a receipt for clients and change for cash payments
- Respect the client's privacy
- Remit the Agency Fees weekly (unless you are receiving payment via Credit Card)
- Abide by the Agency Terms & Conditions

Key Dos and Don'ts

Dos

- Meet with each new client prior to the first clean. This initial meeting gives you both the opportunity to discuss the client's requirements
- Notify your Team Manager of permanent changes to your roster if a client changes days, hours, or cancels completely
- Notify your Team Manager if the client gives you a referral of a potential new client
- Discuss in detail how to clean any unfamiliar surfaces, such as stainless steel, marble, granite, timber or antiques and take notes
- Be friendly but not intrusive – communicate with the clients so you both have the same expectations as to what needs to be done
- Sometimes the client might give you more work than you can complete. Please discuss this with the client. Call them in the evening or leave a simple note explaining that you worked as quickly as you could but could not finish all the work in the allotted time
- Should a new client allocate too much work for the time booked, ask the client to prioritise tasks. Request more time on the first service if you think there is some catching up to do. Always ensure that the client is willing to pay for any extra work you undertake
- Leave a message for the client if you have undertaken extra work or need to tell them something.
- Invite them to call you if they would like to give you any further instructions

- If you are expected to wash clothes, you **MUST** ask the client to sort all clothes into different loads and give you washing instructions. Still be sure to check for sorting errors, for example a red sock in the whites or a label stating dry clean only
- Carry all cleaning products in a bucket to avoid spilling or leakage of any containers
- Make sure you remove bathmats before using shower cleaners as the cleaning products usually contain bleach. This can damage the mats
- Be careful when working so as not to scuff furniture, skirting boards, etc.
- Make sure you plug any appliance back in after you have unplugged it for cleaning purposes
- Lock up carefully. Check doors and windows. If you are given keys, keep them safe. Do not label keys with the client address and phone number in case they are lost

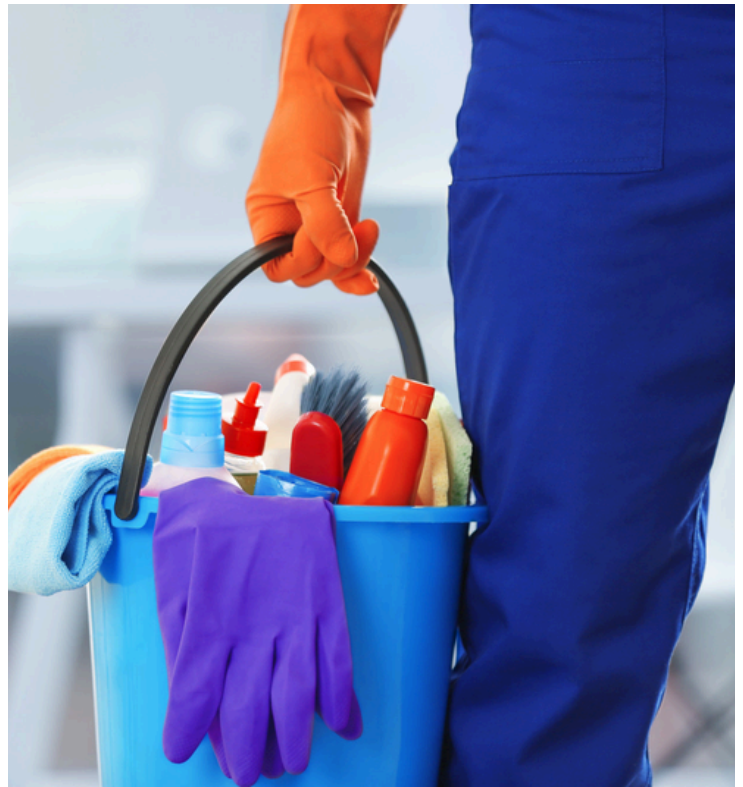
Don'ts

- Do not take your children or any other person not registered with the Agency to the job
- Do not take personal phone calls while you work
- Do not smoke in the house under any circumstances
- Do not go into personal space such as drawers unless the client asks you to
- Do not turn on the TV, stereo or air conditioner unless invited to do so by the client
- Do not drag furniture or equipment over polished floors
- NEVER use a scourer as it will scratch most surfaces, unless instructed to do so by the client, and then ONLY on the surface you have been instructed to clean
- Do not clean Plasma or LCD screens, however using a duster to remove dust is fine
- Bleach should be used only under instructions from the client as it can be very damaging. This also includes bleach based products like Exit Mould and Domestos
- Do not leave early
- Do not discuss the details of the client's household and private lives with anyone except us, and then only to the extent that affects your working conditions. Remember you are in a position of trust
- Do not burden the client with your personal problems
- Do not take clients privately within 12 months of them canceling the service with the Agency

Essentials Kit

Handy items for you to have with you include:

- Bucket
- Gloves
- Bin liners
- Microfibre cloth
- Squeegee
- Toothbrush
- Old towel
- Morning Fresh detergent
- Deodorant and a spare shirt



Increase your work or promote our services

- If you see ironing piling up, offer to do it for the client
- If client is going on holiday, offer to tidy the cupboards, clean the oven or fridge while they are away
- If the client is moving, promote our other services by suggesting a move out/end of lease clean

Why Choose Absolute Domestics?

Working with Absolute Domestics **vs.**
Running Your Own Business



Working with Absolute Domestics

Running Your Own Business

\$20 Mil Public Liability Insurance	✓ Absolutely!	✗ You have to organise your own policy, it can be costly and confusing
Training Provided	✓ Absolutely!	✗ Not unless you seek it out yourself
Offers Fill-in Cleaners when you're sick	✓ Absolutely!	✗ Not really something you can offer when you work alone
Accident Insurance	✓ Absolutely!	✗ You have to organise your own income protection, which is costly.
Support from your own dedicated Team Manager	✓ We have the difficult conversations with clients for you!	✗ You have to handle all difficult conversations yourself
Plenty of Work	✓ We book the jobs, and you choose when and where you work!	✗ You have to find your own work
Advertising	✓ We advertise to clients on Google, Facebook, Instagram and more!	✗ You have to advertise your own services, which can be very expensive
Legitimacy- Operating across Australia more than 30 years	✓ Yep! That's us!	✗ Association with the agency makes you appear more legitimate
Reputation	✓ Over 5000 good reviews	✗ Joining the agency leads you credibility
Affiliation with Businesses	✓ Trusted by NDIS, Veteran's Affairs, Insurance Companies - GIO, RACQ, QBE, TAC, Hospitals, Government bodies and more.	✗ It's rare for government bodies and businesses to trust sole traders

Zero Tolerance

Absolute Domestic will not tolerate unlawful or inappropriate conduct, bullying, harassment, discrimination, victimisation or vilification. You are responsible for your conduct. In addition, you must report any concerns about possible inappropriate behaviour to Absolute Domestic as soon as possible.

Absolute Domestic does not tolerate bullying

1. Bullying involves repeated unreasonable behaviour directed towards a person that creates a risk to health and safety. Bullying includes patterns of behaviour that might reasonably be expected to intimidate, offend, degrade or humiliate a person.
2. Reasonable management action carried out in a reasonable manner is not bullying.
3. You must not engage in bullying. Absolute Domestic does not tolerate unlawful discrimination

Absolute Domestic does not tolerate unlawful discrimination

4. Unlawful discrimination involves treating another person less favourably on the basis of an Attribute (such as gender, race, disability, age, sexuality, religious belief, parental status, family responsibility, marital status and political belief) in specified Areas such as work, education, goods and services, superannuation, insurance and accommodation.
5. You must not unlawfully discriminate against another person.

Absolute Domestic does not tolerate harassment or sexual harassment

6. All forms of harassment are unacceptable. Many types of harassment are unlawful.
7. Unlawful harassment includes any unwelcome advance or request, offensive comment or action concerning a prohibited ground of discrimination (such as an offensive comment about someone's race). It is behaviour towards another which is intimidating, humiliating or offensive.
8. Sexual harassment happens if someone engages in conduct to offend, humiliate or intimidate a person where it is reasonable to anticipate that the person may be offended, humiliated or intimidated by the conduct. Sexual harassment may involve, for example:

8.1 Subjecting a person to an unsolicited act of physical intimacy;

8.2 Making an unsolicited demand or request (directly or by implication) for sexual favours from a person.

8.3 Making a remark with sexual connotations relating to a person; or

8.4 Engaging in any other unwelcome conduct of a sexual nature in relation to a person.

9. Sexual harassment may include physical contact, unnecessary familiarity (such as deliberately brushing against a person), sexual propositions, unwelcome remarks or insinuations about a person's private life, suggestive comments or offensive telephone calls.

10. You must not harass or sexually harass anyone.

Absolute Domestic does not tolerate victimisation

11. It is unlawful to victimise a person.

12. Victimisation may occur, for example, if you treat someone harshly or unfairly (or threaten to do so) because that person has lodged a complaint about inappropriate conduct, bullying, harassment, discrimination or vilification.

13. You must not retaliate against a person in any way just because that person wishes to make a complaint.

14. You must not victimise anyone.

Absolute Domestic does not tolerate vilification

15. It is unlawful to vilify a person because of an Attribute (such as gender, race, disability, age, sexuality, religious belief, parental status, family responsibility, marital status and political belief). Vilification occurs when one person incites others to dislike or hate people because of an Attribute that those people may have.

16. You must not vilify anyone.

MEET & GREET

You are the face of Absolute Domestics, so please:

- Be punctual and reliable
- Treat the client with respect
- Be enthusiastic and flexible
- Dress and conduct yourself appropriately

You will generate your own work with a positive and co-operative approach. Make common sense common practice and remember – we give you the work, it's up to you to keep it.

Meet & Greet Process

First Call

- Call, don't text the client to introduce yourself and organise a time to meet prior to starting the job
- Discuss what time the cleaning will take place and confirm first clean
- Confirm how payment will be made? Cash, direct deposit or credit card?

Cleaning your own home and cleaning professionally is very different. When a client pays for your services they expect to come home and find their home spotless. It never pays to assume you know what the client needs you to clean and how they want it cleaned – every home is different. It is essential that you always consult with the client upon arriving at their home so that you are working to their individual requirements and managing their expectations of what can be achieved in the time frame allocated.

Initial Meet or Contact

- Take a notepad and pen, or have one handy if arranging by phone
- Wear a polo shirt / t-shirt and black shorts or trousers
- Smile, maintain eye contact and establish a rapport with the client
- Address the client by name
- Ask questions (open ended to gain as much information as possible) but don't take longer than needed
- Prioritise jobs to be completed in the allocated time

Security

- How will I get in on the day of the clean?
- What do I do with the keys when I lock up?
- Do you have an alarm system? If so can you show me how to turn it on and off?

- Do you have any pets? What are their names?
- For security reasons, I will be keeping the front door locked so please let me know if anyone else will be coming to your home for any reason.
- May I use the fan or open windows in hot weather while I clean?

General

- Establish where to leave written notes and payment/receipts e.g. kitchen bench
- Where do you keep your products?
- What products do you use on which surfaces?
- Where do you keep your cloths and equipment? How to use?
- Would you like to show me the rooms you want me to clean? Are there any no go zones?
- How would you like me to dispose of your rubbish?

Ironing

- Where is the iron and ironing board and how do I use it?
- Is the ironing in priority order?
- Do you want me to hang clothes or fold them?
- Where do you want me to put the ironed clothes?

Washing

- Can you sort the washing into piles?
- How do I use the washing machine? What cycles do you use?
- What products should I use and where do they go?
- Do you want the washing hung outside or inside?
- Where are the laundry basket and pegs kept? Where is the washing line?
- Consider pets, are they likely to lie in the washing if left where they can get to it?
- How do I use the dryer?
- What should I do with the dry washing?

Beds

- Do you want the linen changed or beds made?
- If linen needs changing, can you please leave the clean linen in each room for me?
- What do you want me to do with the dirty linen?

Tidying

- Am I doing cleaning only or will there be some tidying? If so, which areas?
- Do you want me to wash the dirty cloths (time permitting) or put them in the laundry?
- Remember to return products and equipment to where they belong. Leave empty products out or leave a note for the client if products need replacing.

AGENCY PLACEMENT FEES

Clients pay for the cleaning service on the day of the clean. They are provided with multiple payment methods to choose from, depending on their preference. This payment will include your hourly rate as well as the Agency Placement Fee. As a registered service provider, you are responsible for passing on our Agency Placement Fee at the end of each week. If the client is making payment via Credit Card, the Agency Placement Fee and Insurance Levy is automatically deducted before you receive your payout. No remittance required!

Please follow the instructions below once you have been invited to create an account so that we can reconcile Agency Placement Fees and the Insurance Levy each week. It is important to note that fees will not generate until the day after the service. You only need to pay Agency Fees once each week. For example, if you work on Friday, then pay the whole week on Saturday but if your last day of work for the week is Wednesday then you can pay the fees on Thursday.

Instructions

1. Log into <https://my.absolutedomestics.com.au>
2. Click on the **Fees** tab and select **Absolute Domestic Fees**
3. Select **Completed** for all jobs done
4. Select **Job Not Done** and a reason for all jobs not completed
5. Select **Pay Now** to pay the Agency Fee and Insurance Levy by visa, debit or credit card

Receipt for Completed Service

You are required to leave a receipt every time you service the clients home unless instructed not to by the client. Not only is the receipt confirmation of a completed service, it also provides a record for your proof of earnings.

Example Receipts

Leave with the client

Client Receipt

Original Receipt	
Received From:	<u>Client Name and Address</u>
The Sum of:	\$ <u>(amount charged)</u>
Being for:	<u>2 hours house cleaning</u>
\$ (Total)	<u>Your Signature</u>

EXAMPLE

Keep for your records

Cleaner Receipt

Duplicate Receipt	
Received From:	<u>Client Name and Address</u>
The Sum of:	\$ <u>(amount charged)</u>
Being for:	<u>2 hours house cleaning</u>
\$ (Total)	<u>Your Signature</u>
-\$ (agency fee)	
\$ <u>balance</u>	

EXAMPLE

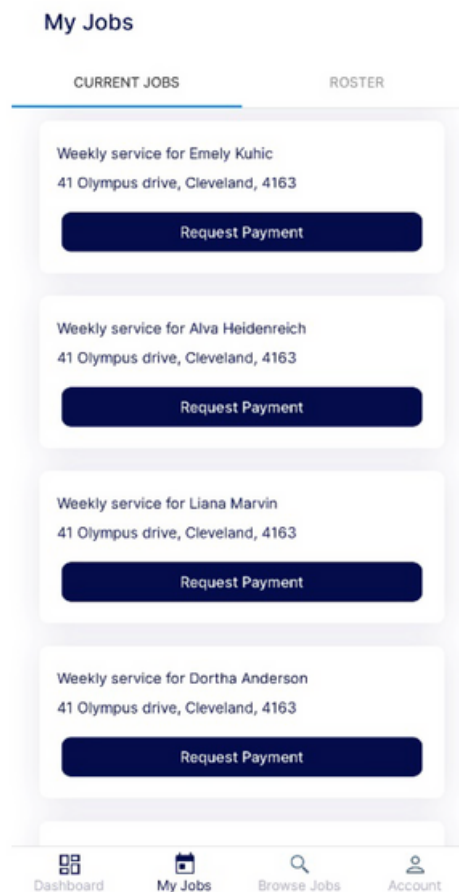
CREDIT CARD PAYMENT

*Australia only

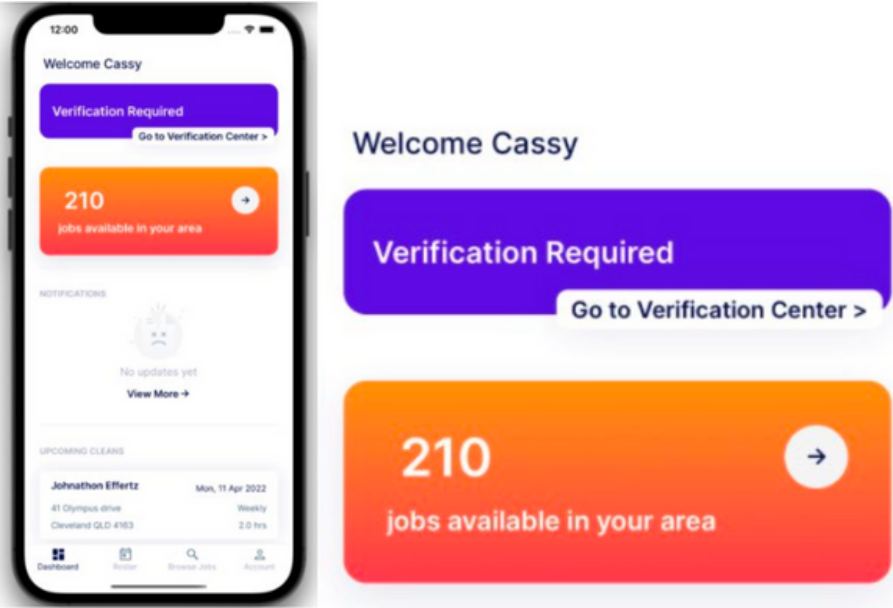
Recently, we have launched Credit Card payment for our clients to pay for their service through Stripe, a payment processing facility.

Here's what you need to know about Credit Card payments:

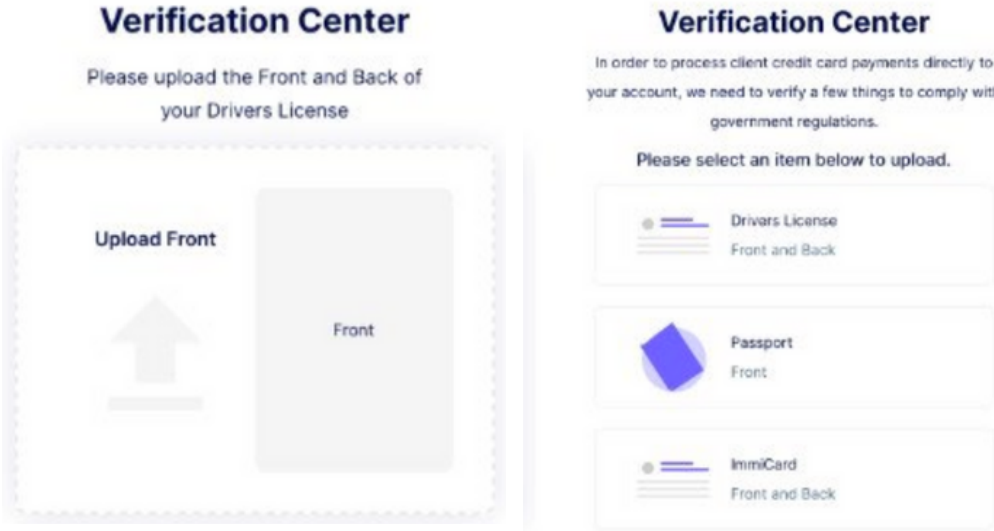
- Once each service is complete, you must go to the App and Request Payment via the App. See below.
- A notification will be sent to the client to confirm the job was done.
- Once confirmed, the client's credit card will automatically be charged.
- You will be paid directly into your bank account in up to 5 business days.
- You do not pay the Agency Fee on Credit Card bookings. It's automatic.
- To be paid, you must be registered with Stripe. Please see instructions below.



To make sure you're all setup and ready to accept Credit Card bookings, check your MyAbdom App dashboard and complete the onboarding and verification.



Once you've completed your onboarding, Stripe may require additional proof of identity for verification, here's what you may see:



If you experience any issues with your Stripe setup, please contact support@absolutedomestics.com.au

ABN FREQUENTLY ASKED QUESTIONS

*Australia only

Do I need an ABN?

As an Independent Operator, we recommend that you have an ABN. If you do not already have an ABN, you can follow the link below to get one.

<https://www.abr.gov.au/business-super-funds-charities/applying-abn>

What if a client asks me for a Tax Invoice quoting an ABN?

You may be required to provide a Tax Invoice in situations where you are cleaning a rental property or if the householder owns a home-based business and is claiming a percentage of the payment to you as a tax deduction. If this is the case, you will need to provide a tax invoice quoting your ABN.

Am I entitled to an ABN?

As a sole trader/independent contractor, you may be deemed as carrying on an enterprise, and may be entitled to an ABN.

What are features of a business / enterprise required to register for an ABN?

To determine whether an activity or series of activities amounts to a business, the activity needs to be considered against the main indicators of a business.

These include:

- An intention to engage in commercial activity.
- An intention to make a profit from the activity.
- The recurrent or regular nature of the activity.
- The activity is carried on in a similar manner to that of other businesses in the same or similar trades.
- The activity is systematic, organised and carried on in a businesslike manner and records are kept.
- The activities are of a reasonable size and scale.
- A business plan exists.
- The entity has relevant knowledge or skill.

Not all these indicators need to be present for you to be carrying on a business, however it would be expected that your activity would meet several of these indicators.

Important Note:

If you earn or receive other income, other than Agency work, then you will need to seek advice from an accountant or business advisor if you are required to get an ABN.

Do I need to lodge a tax return?

Most people need to lodge a tax return each year. A sole trader usually uses their individual tax file number when lodging their income tax return. If you're unsure whether you need to lodge, go to the link below to go to the ATO Website for further information for "Do I need to lodge a tax return tool".

<https://www.ato.gov.au/individuals-and-families/your-tax-return/instructions-to-complete-your-tax-return>

Can I claim work related expenses as a Tax Deduction?

Yes. To claim a work-related deduction:

- you must have spent the money yourself and weren't reimbursed;
- it must directly relate to earning your income;
- you must have a record to prove it.

What deductions can I claim?

- Insurance levy
- Vehicle and travel expenses
- Clothing, laundry
- Home office expenses
- Mobile phone, internet and home phone expenses
- Telephone calls, telephone rental
- Computers and software
- Self-education expenses such as training or conferences
- Tools, and other equipment
- Parking fees and tolls
- Protective equipment
- Stationery
- Repairs of tools and Equipment used for work
- Other work-related deductions



Remember to report all income in your Tax Return and remove any portion of your expense that is not work-related.

How do I keep tax-related records in one place?

The ATO's **myDeductions App** makes it easy and convenient for you to keep tax related records in one place. The record-keeping allows individuals to keep track of their general, work-related income and deductions.

For more information, and to download visit the ATO website here:

<https://www.ato.gov.au/General/Online-services/ATO-app/myDeductions/>

For New Zealand

<https://www.ird.govt.nz/>

GST

GST is unlikely to be applicable to you unless you earn over \$75,000 a year. The Agency pays GST on the fee component.

This job is unlikely to return \$75,000 but if you have any other income such as rental interest, you need to consider this. If it does exceed \$75,000 because of other income, the GST is included in the hourly rate and the cleaner needs to submit it to the government when their BAS is prepared quarterly.

INSURANCE

Public Liability Insurance

When it comes to choosing the right insurance, the choice is not always clear. One of the main benefits of registering with Absolute Domestic is that we have provided Public Liability Insurance for you while working for the Agency clients. We believe we are the only agency in Australia that has done this for its registered cleaners.

What is Public Liability Insurance?

Public Liability Insurance covers our clients if they are injured or their property damaged by you while you are providing a service to them. You also have protection from any claim against you for any loss you accidentally cause our clients.

Our Current Public Liability Insurance

Due to the number of claims caused by cleaners over a period of time exceeding the premium we pay, the cost has tripled and the excess has doubled from \$500 to \$1000 per claim.

However, we plan to continue providing Public Liability Insurance for our registered cleaners and limit the excess so that the cleaner's responsibility remains at \$500 for any claim.

Public Liability Insurance for Registered Cleaners

Absolute Domestic Public Liability Insurance provides for:

"All sums which the insured shall become legally liable to pay Third Parties in respect of personal injury and/or damage to property as a result of an occurrence and happening in connection with the business of the insured"

This cover applies to the business of Absolute Domestic Pty Ltd as a Cleaning Agency and/or Contracted Cleaners of Absolute Domestic while cleaning for clients of Absolute Domestic.

Business of the Insured Cleaning Agency

Geographical Limit	Anywhere in Australia
Limit of Liability	\$20,000,000 any one occurrence in respect of Public Liability \$5,000,000 any one occurrence in respect of product liability
Deductible or Excess	\$1,000 property damage (\$500 paid by Cleaner)

Exclusions

While this is not an exhaustive list, the major exclusions include:

- Cleaners working for anyone that is not a Client of Absolute Domestic
- Exclusions as per policy

Conditions – Claims

- You must notify Absolute Domestic immediately if at any time an incident occurs which could possibly result in a future claim against you
- Failure to do this could result in a rejection of the claim by the insurer
- Any evidence which may prove useful in defending any action should be preserved wherever possible
- You must take reasonable care and comply with all statutory obligation, by-laws or regulations concerning safety to persons or property
- Advise the client and your Team Manager if anything is damaged in a clients home

Minimise your risk

- Clean according to client instructions
- Only use cleaning products provided by the client, read labels
- Only use bleach if instructed to do so by the client
- NEVER use a scourer as it will scratch most surfaces, unless instructed to do so by the client, and then ONLY on the surface you have been instructed to clean
- Take care when handling fragile objects
- Put away all items such as brooms, cords, vacuum cleaner hoses etc.
- Make sure all doors and windows are locked and secure at all times
- Take ABSOLUTELY every care with clients keys and security codes
- Do not label keys with client details such as name and address which could be used to identify the client if the keys are lost

Personal Accident Cover

*Australia only

Adding to our Public Liability Insurance concerns have been recent changes to the way legislation looks at domestic workers claims for injury while they are at work. It is no longer clear if you will be deemed a domestic worker or a contractor should you injure yourself while working as a domestic cleaner. This means if you are injured while working and you are assessed as a private contractor, it is likely you will not be covered.

The fantastic news is...

Absolute Domestics has arranged Personal Accident cover for you if you are injured working for our clients. You will be covered for 85% of your income up to \$700 per week, with a fourteen day wait period from the date of the accident.

You will also be covered for \$50,000 Accidental Death or Total & Permanent Disability should this occur during the course of working for our clients.

You are covered traveling from home, working for our clients, traveling between client's homes and traveling home, all while you are working for a client of Absolute Domestics.

Insurance Levy

If you do domestic cleaning as a contractor for anyone other than clients of Absolute Domestics, you would be responsible for your own Public Liability Insurance and Personal Accident Cover. This would likely cost you well over \$1,000 each year plus the cover of any excess.

We understand this may be a lot of money for some and we want to help everyone with the cost of insurance cover. After substantial consultation with our accountants and insurance representatives, we have developed a very fair and accurate method to continue insurance coverage for you.

To cover the cost of providing you with Public Liability Insurance, Personal Accident cover and to keep your excess to \$500 we have introduced a compulsory \$2.00 levy per service that all cleaners registered with Absolute Domestics must pay.

This means you pay the \$2.00 Insurance Levy per service. The client does not pay the Insurance Levy. If a service doesn't happen for any reason, there is nothing to pay. If the service is a free clean, the Agency pays the levy on your behalf, so you remain covered for insurance.

The levy is paid on each of our services – regular, catch-up, one off and fill-in jobs. It is a condition of the Insurer that all registered Absolute Domestic Cleaners must participate in the scheme therefore it is compulsory.

Insurance Levy FAQs

What does the \$2 Insurance Levy cover?

The Insurance Levy is your part of the funds necessary to offset, to some degree, the cost of providing Public Liability Insurance for you, limiting your Public Liability excess to \$500 and providing Personal Accident cover for you.

The insurance package protects you against claims made against you for damage you may cause to a Client's home or contents or injury to a Client as a result of you working in their home and personal injury to yourself while working for our Clients.

Does Absolute Domestic need to provide this insurance?

No. Absolute Domestic has no obligation to provide you with insurance cover. You are responsible for your own insurance cover while working for our Clients as an independent operator.

Why does Absolute Domestic provide this insurance?

Insurance can be costly on an individual basis. Absolute Domestic has arranged this cover to make sure both you and our Clients are protected while you are working for our Clients.

Do I need to pay the Insurance Levy while on holidays?

No. The Insurance Levy applies only when you have worked for an Absolute Domestic Client and sent in an Agency Placement Fee.

Is the Insurance Levy tax deductible?

Yes.

Does the Levy only apply to new jobs I am given?

No, the Insurance Levy applies to all cleaning jobs. This includes regular, catchup, one off and fill-in jobs.

What happens if a clean is a promotion discount and no Placement Fee is paid to the Agency?

If no Placement Fee is paid for a particular job, no Insurance Levy is due.

How much is the Insurance Levy if I work in a team?

The Insurance Levy remains at \$2 per service regardless of whether one or more people provided the service. This is because the risk remains the same whether one person conducts a 3 hour clean or two people conduct the same clean in 1.5 hours.

What happens if I cause damage less than \$1,000?

You are responsible for paying up to \$500 to repair or replace the damaged item. Everything over and above this cost will be covered by Absolute Domestics.

Would I have to pay the \$500 excess all at once?

There are a number of ways this can be paid without the need to pay in one lump sum such as a payment plan spread over a number of payments. Also, you might do additional work to generate more income.

I am careful and have never caused any damage. Why should I pay the Insurance Levy?

We expect that every person is careful. We hope you never cause any damage. However, all the damage that has been caused in the past happened while people were being careful. Accidents do happen despite your best efforts. That is why you need insurance cover.

Paying the Insurance Levy simply means you have both protection for yourself and our Clients should anything go wrong and promotes peace of mind for all concerned knowing that all legitimate claims will be covered.

Are medical bills covered under the Personal Accident cover?

No.

Is there any excess to pay on Personal Accident claims?

No, the excess does not apply to the Personal Accident Cover.

Is there a minimum age limit for the insurance policy?

There is no age limit for the Public Liability cover. For the Personal Accident cover, there is no minimum age however the maximum age limit is 75 years of age. Anyone over 75 is unable to be covered and will be exempt from paying this portion of the Levy.

How do I make a claim?

Contact your Team Manager.

WORKPLACE HEALTH & SAFETY

Environments you are not expected to work in

Absolute Domestic takes great pride in finding domestic cleaning work in homes throughout Australia and New Zealand, helping busy professional couples, time-poor families and the elderly with their housework.

It is recommended that an initial meet and greet is organised between the client and the cleaner to run through what is required and to provide an opportunity to become familiar with the home environment.

You should always feel safe from harm or concern while in a client's home so if you ever come across a situation where you feel unsafe, uncomfortable or the conditions are unhygienic, please leave the client's house and call your Team Manager at the Agency to report the incident to them.

Please be as informative as possible to enable your Team Manager to assess the situation and deal with it accordingly.

Workplace Health & Safety

Health and Safety is an important consideration to be taken when performing work to ensure illness and injury does not occur. It should not be an add-on consideration to the work being done. It should be incorporated in the way work is carried out. The information provided in this manual is of a general nature, you can read about the specific WHS legislation and requirements for each state and territory [here](#).

Legislation

The Work Health and Safety Act 2011, the Work Health and Safety Regulation 2011, the Electrical Safety Act 2002 and the Electrical Safety Regulation 2013 place obligations on persons conducting a business or undertaking with respect to ensuring health and safety in a workplace.

As a service provider, you too have obligations under this Legislation. The Legislation covers many aspects and has many regulated requirements to address health and safety issues in all industries. However, in general terms and in medium to low-risk industries, an understanding of the management of risk is essential and sufficient.

Therefore, to comply with the Legislation, generally a Risk Management approach is to be adopted. This involves identifying hazards in the work environment, assessing the level of risk those hazards present to those in the work environment and then taking the most appropriate action that will eliminate or minimise the risks.

Risk Management

What is a hazard?

A **hazard** is anything that has the potential to cause harm or injury in the workplace. (Example – slippery floor, hazardous chemical, heavy object)

What is a risk?

A **risk** is the likelihood of the hazard to cause injury or harm to persons in the workplace (Example – a person could slip on the slippery floor, the outcome of this could result in serious injury)

How do I control risk?

As hazards in the work environment may change from visit to visit, a fresh assessment of the workplace needs to be undertaken at each visit and we must not just rely on the assessment undertaken at the initial visit. This will ensure all risks are being managed.

The most important step to take in managing risks is to eliminate them as much as reasonably practicable and when elimination is not achievable, minimise them as much as reasonably practicable.

Your own experience will help you decide on what is the most effective, practical and efficient controls to use and when you're not sure, seek the assistance of your Team Manager. Remember, don't introduce a risk while trying to eliminate one.

Example of steps to eliminate or minimise risk (Slippery floor example)

- **Short term (minimise risk):** Make anyone who is in the work environment aware that the floor is wet or slippery and guide persons away from it (Example: Advise persons in the house and put a chair/s over it or around it)

- **Longer term (eliminate risk):** Clean it up

The following table on the next page gives some examples of how to apply the Risk Management Process. It is not an exhaustive list of hazards, but it provides the necessary information to apply the process. Personal experience and knowledge will assist in most circumstances.

The most important point to remember in Risk Management is to remain alert by identifying the hazards before you become involved with them and they become a risk to you.

Hazard	Risk	Outcome	Control
<p>Manual Tasks (lifting heavy objects, tasks requiring force, awkward postures, repetition or for long periods or reaching up or out, twisting bending)</p>	<p>Using excessive force, straining muscles, tendons and joints beyond normal body ability</p>	<p>Muscle strain torn ligaments, back/spinal injuries, fall injuries, hernias</p>	<ul style="list-style-type: none"> • Don't lift objects above personal ability • Don't move furniture or other heavy objects without assistance • Take breaks when doing repetitive tasks • Make room to work in areas of limited space without having to reach-bend or use awkward postures • Consider requesting mechanical aids (ladder) to reduce risk and suggest rearrangement of objects in areas of restricted space
<p>Electrical</p>	<p>Contact with live wire</p>	<p>Electric shock, burn, electrocution</p>	<ul style="list-style-type: none"> • Inspect appliance/ lead/ plug top for exposed wires before using • Use portable safety switch if one is not permanent on the house
<p>Chemicals</p>	<p>Contact with skin/eyes or inhalation of fumes</p>	<p>Chemical burn, skin reaction, illness from inhalation or ingestion</p>	<ul style="list-style-type: none"> • Check labels or data sheets for safety warnings and precautions to take • Consider requesting safer chemicals • Consider use of gloves, face masks (respirator), safety glasses

Hazard	Risk	Outcome	Control
Floor surfaces (wet/oil/slippery surface/obstacles/uneven floor/mats)	Slipping/tripping/falling	Muscle strain, torn ligaments, broken bones, cuts/abrasions, head/back injuries	<ul style="list-style-type: none"> • Inspect floor surfaces before and when entering rooms • Clean areas of risk • Use and maintain appropriate (non-slip) footwear
Sharps (Tin, glass, needles)	Contact with sharp edges of containers, broken glass or disused needles	cuts, infection	<ul style="list-style-type: none"> • Inspect area before putting hands in where sharp objects could be • Consider wearing appropriate gloves
Visibility (inappropriate lighting, corners and doors)	Contact with/hitting body against unseen objects	Bruising, cut/abrasions, fall/injuries	<ul style="list-style-type: none"> • Inspect dark areas for hazardous objects/flooring, protruding objects • If lighting is available use it
Personal Safety (relates to safety of the contractor/worker from harassment, bullying or violence from client or other)	Abusive language or behaviors from the client or another at the workplace that intimidates, threatens vilifies or humiliates contractor/worker and creates a risk to the health and safety of contractor/worker	Stress, Humiliation, Sexual intimidation or Violence that could lead to serious personal or psychological injuries	<ul style="list-style-type: none"> • Be vigilant of any suggestive comments; • Be aware of controversial conversations; • Be aware of tone of voice; • Stay aware of your surroundings; • Be aware of escape routes if needed; • Trust your instincts; <p><i>Be aware you have the right to leave the workplace if a situation arises where you feel at risk and that you do not have to work with the client if your instincts suggest you are in danger of being harmed at that workplace.</i></p>

Safety Equipment

Safety Switch



Safety Gloves



Face Mask – Respirator



Safe Step Ladder



Safety Glasses



Mechanical Aid

Hazards identified in domestic cleaning may include:

Electrical

- Faulty equipment-vacuum cleaners, irons, washing machines, dishwashers, etc.
- Broken or faulty electrical outlets or switches
- Frayed or damaged cords – broken or damaged plug tops
- Moisture around electrical equipment (electricity and moisture do not go together)
- Exposed wires hanging out of walls
- Electrical appliances with uncovered connection block
- Electrical appliances getting unduly hot
- Broken light fittings

Things to ask the homeowner

- Is the house fitted with a safety switch? If not, consider having your own
- Are electrical checks carried out periodically on appliances, power leads and the safety switch?
- How do the electrical appliances operate?
- Is there anything I should be particularly aware of?

Manual Tasks

- Restricted room around work areas
- Bending, twisting and overreaching
- Work at heights
- The need to bend or reach for extended periods of time
- Working environment (floor, lighting, temperature)
- Lifting & putting down (vacuum cleaner, bucket/mop, laundry basket, chairs)
- Carrying (as above, plus iron & ironing board, bed clothes, ladder, rubbish)

Things to ask the homeowner

- Where to store objects causing clutter/restricted room.
- Do they have a ladder?
- Correction of work environment issues
- Location of appliances to be used
- Rubbish disposal location

Points to remember

Carrying the load:

- Test the load before picking up. Ensure it's within your lifting capacity and if packaged, ensure the package is secure
- Plan the path you are to take. Ensure it's free of obstacles
- Change direction by turning your feet, not your back
- Your nose and your toes should always be pointing in the same direction. Any sudden twisting can result in back injury
- Rest if you are fatigued. Set the load down and rest for a few minutes

Picking up and setting down loads:

- Bend your knees to pick up and put down the load. Squat down and let your legs do the work. Keep your back straight/chin in. Remember not to twist your body and keep the load close to your body. Try not to lean out with the load when picking up and putting down
- Plan your release. Once the load is where you want it and on secure footing, release your grip. Never release your grip unless the load is secure

Chemicals/hazardous substances

- Be aware of emergency procedures in case of accidental use or spillage of substance
- Are containers clearly labelled and in their original containers – is there a safer product to use?
- Are substances stored appropriately and out of reach of children?
- Is appropriate personal protective equipment available?
- Do you experience any ill effects from particular substances?
- Ensure adequate ventilation is provided when using substances
- Be aware of precautions to take when using toxic chemicals for example oven cleaners and grease removers
- Follow manufacturer's instructions/specifications if there is a need to dilute chemicals
- Be aware of fumes from chemicals and do not inhale

Things to ask the homeowner

- Are they prepared to purchase safer products
- Have they mixed any chemicals – precautions to take, has it been properly labelled (risk statements and controls should be on mixed or decanted chemicals)
- Are they prepared to relocate storage point of chemicals to safer location with spill tray if necessary

Points to remember

- Be sure to follow manufacturer's instructions
- Be sure to use personal protective equipment as required – safety glasses, gloves, respirator, apron
- Know what to do if feeling ill effects or contact is made with chemicals
- Provide as much ventilation as possible when using chemicals

Most common injuries sustained in Queensland annually are caused by manual tasks:

- Strains and sprains (legs, arms, trunk, back)
- (Lifting/carrying heavy loads, reaching/bending/twisting, repetitive movement, slipping/tripping and falling)

Prevention is the key

Things to remember so you don't become part of these statistics

- The Risk Management Process: Identify, Assess, Control
- Use Personal Protective Equipment (PPE) if no other control is available (Gloves, safety glasses, respirator, plastic apron, appropriate footwear)
- Suitable enclosed, non-slip footwear is recommended
- Move trip hazards – don't try stepping over them
- Use mechanical aids to reduce over-exertion
- Use a ladder not a chair – be aware of falls
- Stay alert not fatigued – hydrate regularly, rest if necessary and try not to rush (this is often when accidents occur)
- Plan your work to become effective and efficient
- Remember you are the person responsible for your health, safety and wellbeing

Reporting incidents

Reporting incidents is an important part of a good workplace health and safety system. These reports can often be used to flag circumstances not previously addressed and provide the opportunity to become more health and safety aware.

All incidents should be reported to the Client and the Agency and recorded including:

- Injuries sustained by clients or workers.
- Emergency situations, near-miss incidents where no injury has been sustained but requires positive preventative action.

Report concerns by phoning your Team Manager so this can be documented.



METHODS & APPLIANCES

The Absolute Domestic Way

Clean with little more than Microfibre, Morning Fresh and Water.

The first step toward efficient cleaning is to know what you are cleaning, what your surface is made of and if there is a coating on the surface. A cleaning method that works for one surface may ruin another.

The client will walk you through the home and show you which rooms, surfaces, fixtures and fittings, furnishings and appliances they want you to clean.



Cleaning tips

- Remove dust, soil, streaks, spots, finger marks or stains
- Buff dry for a clean and shiny finish
- Follow directions for all cleaning products
- Ask the client how to use, what to use and where it is stored
- NEVER use scourers, unless instructed to do so by the client
- Do not use faulty equipment

How to Buff

Buffing is a finishing method, not a cleaning method. It is usually something you will do after wet wiping a surface.

Buffing will provide a surface with that final shiny look e.g. you might clean a stone bench top with some detergent and warm water but then buff over it with a dry cloth to give it a nice glossy finish or you may have cleaned the metal legs of a chair but you will finish by buffing them to make them look shiny.

The Absolute Domestic Way: Use a dry microfibre cloth for buffing

How to Dust

Dust is composed of items like human skin cells, fabric fibres, pet hair, dust mite excrement, dirt and debris. Dust can actually cause scratching and damage to household surfaces.

A vacuum cleaner is great at removing dust without spreading it around into the air or onto other surfaces. Vacuum cleaners aren't suitable for dusting all surfaces and may scratch furniture so you may need to consider other options.

Feather dusters are great at getting in small and irregular spaces, making them good at dusting shelves without having to move everything. Inexpensive feather dusters may scratch surfaces that you are trying to dust, as the shaft of the feather can be quite sharp.

Acrylic dusters are great at getting in small and irregular spaces, making them good at dusting shelves and corners. Acrylic dusters still stir up some dust although it tends to be less than a traditional feather duster. Long handled microfibre dusters do an excellent job in those hard to reach places.

Microfibre cloths do a great job at removing dust without stirring it up. They also come in a mitt form, which slips over your hand and makes dusting easier.



How to leave your Finishing Touch

Paying attention to detail, without taking hours is the key!

- Do a final check particularly of the areas you have cleaned before you leave.
- Is there anything you have overlooked?
- Are all the glass/mirrors 'smear free'?
- Have you emptied bins in the areas you have cleaned?
- Have you vacuumed and mopped behind doors and into corners?
- Plump up cushions on sofas and straighten magazines on coffee tables.
- Ensure you have closed all windows, turned off ceiling fans and locked doors.



Presentation Tips

A couple of very simple and quick tips:

- Check furniture/ornaments etc. are in original position
- Straighten doilies and tablecloths
- Tidy chairs around tables
- Tidy cushions and magazines
- Straighten mats and rugs
- Smooth doona/bed covers
- Put a nice 'V' in the toilet roll
- Hang towels neatly and match patterns where possible on towel rail
- Do a final check for smears, marks, & spots
- Buff dry for a clean and shiny surface
- Pay attention to the front entrance —FIRST IMPRESSIONS



How to Iron

It's better to leave something you are not sure of than attempting to iron the garment and damaging it. If you find it difficult to iron a particular garment or linen item just put it aside.

Ironing can be time consuming so make sure you confirm with the client what their ironing priorities are in case you do not have sufficient time. Always check with the client if they have a preference with the style of ironing, for example creases on shorts and long pants.

The steps provided below are to be used as a guide only as the client will have issued you with their particular requirements:

- Before you begin, adjust the ironing board to suit your height (the correct height is hip level). Turn the iron on and adjust it to the correct setting. Allow it to preheat before using it.
- Locate the tag on the garment you are preparing to iron. It will provide you with information about the material. Some clothes should not be ironed. Others have a very low tolerance for heat, so you'll have to iron them at a gentle setting. Always refer to the clothing label for heat and ironing instructions.
- Using a pressing cloth helps to reduce the unwanted shine on fabrics.
- You can also dampen very creased items with a bit of water before ironing.
- Use the tip of the iron to work around buttons.
- If in doubt, iron inside out!
- Hang up or fold garments immediately after ironing them.

Click below to watch our tutorial on using a steam iron



Types of Irons

Detailed below is a cross section of irons you might come across

Dry Irons

The traditional dry iron is the simplest type of iron on the market. You simply plug it in and adjust the temperature to suit. It doesn't require any water and offers basic and simple operating features.



Cordless Irons

The advantage of using a cordless steam iron vs. the standard steam iron is that you do not have to mess with the cord on a cordless iron when your time is limited.



Hand-held steam irons

When compared to a dry iron, a steam iron produces better results. A small amount of hot steam is applied to clothes when they are being ironed making creases disappear faster and reducing the time spent ironing.



Steam press

A steam press iron is supposed to cut your ironing in half. You place the clothes on the steam press, lift it and you're done. It's so much easier than running an iron over all your clothes, flipping them over and over and doing it again.



Steam station irons

A steam station is similar to an ordinary iron but has a larger water tank. The water is pumped to the iron and steam is generated in the iron not a separate boiler unit.



Handheld Steamer

Handheld steamers are versatile cleaning tools that use hot steam to sanitize and remove dirt from a variety of surfaces, such as upholstery, grout, and kitchen appliances. They are ideal for spot cleaning, eliminating tough stains, and refreshing fabrics without the need for harsh chemicals.



Identify the Clothing to be Ironed

The client should have separated the clothing to be ironed from any other laundry they might have lying around. Consult with the client in order to clearly identify their requirements. It's possible the client may request you to sort, hang, fold, organise or store clothing.

Guide for Ironing Different Fabrics



Cotton: Iron slightly damp on the right side with hot iron.



Linen: Iron damp on right side with hot iron.



Acrylic: If needed, press on wrong side with cool iron.
Do not use steam or damp cloth.



Silk: Iron slightly damp on right side with warm iron.



Acetate Satin: Iron damp inside out with a cool iron.



Knitted Wool: Turn the garment inside out and press dry or nearly dry with warm iron or steam.



Woven Wool: Press dry on right side with a pressing cloth to avoid scorching, using a warm iron or steam iron.



Nylon or Polyester: Iron nearly dry, on the wrong side with a cool iron to prevent glazing.



Transfers: Clothing with transfers or raised images should be turned inside out and ironed with a warm iron.

Storing the Iron

When you are finished with the iron, empty the reservoir completely and allow it to dry out. This will also help to prevent mineral build up and lessen the frequency with which you need to clean the reservoir.

Remember that the water in the reservoir may be hot since the iron was turned on. Empty the water slowly by tilting the iron over the sink or laundry tub. Store the iron in an upright position in a location where it won't be easily disturbed.

How to Iron a Shirt

If you're seeking a super crisp look, you'll want to first turn the shirt inside out and iron the inside and then iron the outside of the shirt. This will add another two minutes onto the process, but will give you better results, especially on thicker cotton fabrics.

Preparation:

Read the shirt's label. If you're unsure, start with a low setting and then move up until the shirt starts to respond to the iron's heat. If you are having trouble getting the creases from the shirt, dampen slightly as you go.

1. Iron the Collar First

Always start by ironing your collar. This is the most visible part of a shirt as it frames the face. To iron the shirt collar, pop it up and start with the underside, slowly pressing the iron from one point to the other. If any wrinkles appear, press them to the bottom where they'll be less visible. Next, flip the shirt over and repeat this process on the outside of the collar.

2. Next Iron the Cuffs

To iron a shirt cuff, first unbutton it and lay it out flat. First iron the inside of the cuff, and next the outside. Carefully iron around the buttons, and even on the backside.

3. Iron the Sleeves

Sleeves can be the trickiest part of the shirt. The key to ironing sleeves is to be sure the fabric is flat and smooth BEFORE you apply the iron. Take either sleeve by the seam and lay the whole sleeve (and most of shirt) flat on the ironing board. Start ironing at the top where the sleeve is sewn onto the shirt and work your way down to the cuff. Turn the sleeve over and iron, then repeat the process with the other sleeve.

4. Ironing the Shirt Front

Start with the side that has buttons and carefully work the iron point around the button area (never over the buttons). Then move back up to the top of the shoulder and work your way down the shirt with the iron. Repeat on the other side.

5. Iron the Back of the Shirt

Laying the shirt flat on the board. Start at the top with the yoke (back shoulder area) and slowly slide the iron down. If you have a centre box pleat, you'll have to spend a few seconds ironing around it.

6. Inspect & Hang

Inspect the shirt and spot iron where necessary. Finally, place the shirt on a hanger and hang where required.

Prefer to watch someone show you how to iron a shirt? Head to our YouTube channel for a complete tutorial, click below!



How to Make Beds

As part of the client's service, you may be required to make beds too. Remember to confirm with the client if they just want the bed remade with existing linen, or stripped and remade with clean linen?

Making the bed:

- Strip the bed removing all the existing linen.
- Make sure to remember the order of the bed linen e.g. They may have an electric blanket, was it under the fitted sheet or under the underlay?
- If there is a mattress protector, smooth it out, running your hands from the middle outward to remove any creases or wrinkles.
- Put the fitted sheet on next. This will have elastic corners to hug the mattress. Make sure the corners of the mattress fit into the corners of the sheet, and tuck in any loose parts of the fitted sheet around the bed.
- Next is the flat sheet. Make sure it lies centred across the bed with an even drop on either side of the mattress, smoothing out the creases.
- Ensure that the cuff hem (the wider) of the sheet lies at the top, and turn down about 20cm.
- If the sheet is patterned the pattern side should face down onto the bed. If there is no pattern, the right side of the sheet should still face down onto the mattress (you can gauge this by checking the stitching of the sheet).
- Neaten the bottom edges of the top sheet by doing Hospital Corners.
- Tuck in the bottom edge. Pick up the side edge at the bottom corner and hold it out.
- Tuck in what is left hanging down at the corner and then let the edge fall and tuck it in as well. Repeat for the other bottom corner.
- Tuck in all loose sheet along sides of the bed.
- If the bed has a doona make sure you turn down about 20cm of the top hem before putting on the doona.
- If using pillow protectors always make sure the opening of the protector lies at the closed end of the pillowcase, this ensures that the sleeper does not get scratched.
- Next put on pillowcases, neaten the pillow within the inner fabric envelope stitched inside the pillowcase.
- Make sure the pillows lie with the pillowcase openings facing the outside of the bed.
- Pillows can be laid upright against the head of the bed or flat. Do what makes the bed have that "finished look".

Sheets

Bed sheets come in two main types: fitted or flat. The fitted sheet, which lies directly on the mattress, mattress protector or underlay, has four corners sewn with elastic, to hold the sheet on the bed. A flat sheet (also called a top sheet) generally goes on the top of the fitted and is simply a piece of cloth with a hem. Sheets also come in a variety of fabrics including cotton, flannel, and satin.

**Pillow**

Like sheets, pillows are also made with different fibres. They can include latex, wool, cotton, feather/ down, and dacron. Some clients may only have the pillows they sleep on, others will have several on display.

**Doonas/Quilt
/Duvet /
Eiderdown**

Doonas vary in material and include goose/ duck down, feather/down, wool, and polyester. Doonas will generally have a cover on them for decoration. Doonas lie on top of the blanket in winter and on top of the sheets in warmer weather.

**Blankets**

Traditionally blankets were made of wool, but nowadays artificial or man-made fibres are used for manufacturing different types of blankets. Blankets generally lie on top of the sheets and are usually woven, sometimes knitted or stitch knitted. They can be made from cotton, wool, nylon, acrylic and polyester.

**Underlays**

There are different types of underlays and some types include: wool, reversible, magnetic, cotton and foam. Underlays offer an added softness and comfort to the mattress.



Bedspreads Can include quilted, chenille and reversible. They lie on top of the made bed and can be purely decorative while others have warmth value.



Mattress Protectors

A mattress protector, mattress topper, mattress pad, or under-pad is an item of removable bedding that sits on top of or encases a mattress. Some mattress protectors also provide protection to the individual sleeping on the mattress from allergens and irritants such as dust mites, bed bugs, mould, and dead skin (like dandruff).



Pillow Protectors

The pillow protector (basically a plain white pillowcase with a zippered closure) offers an additional barrier against dirt and oil and will lessen the need for pillow cleaning. You can also get protectors that will protect you from allergens.



Hospital corners

Some clients may ask you to make the bed using hospital corners.

It is called that because it's the method used by hospitals (as well as hotels and the military). Hospital corners involve folding and tucking in your top sheet to create a smooth, sharp bed and keep it looking that way longer.

The process is really fast and easy but gives a professional finish.



Click below to watch our tutorial on how to fold a fitted sheet



How to use Microfibre Cloths

Microfibre is a polyester and nylon (polyamide) fibre that is used to make fabric. The fibre is split many times smaller than a human hair. This makes it a superior tool for cleaning and germ removal because it is able to penetrate cracks and crevasses that cotton cloths or paper towels are not able to reach.



The increased surface area of the fibres and their shape also allow them to absorb up to 8 times their weight in liquid. The fibres generate a static electric charge when moved across a surface that attracts dust and contains it, rather than spreading it around or releasing it into the air when dry dusting. Microfibre Cleaning Cloths are a revolutionary, environmentally friendly, and extremely effective way to clean.

Selecting Microfibre

Usually hard, non-absorbent surfaces are the best surfaces where microfibre is used. It makes sense to remove heavier built up grime from surfaces initially and then maintain the area with microfibre regime.

It is always a good idea to purchase a decent quality microfibre, but you don't have to spend a fortune, basically what you can afford. Of course the well known companies like ENJO, Norwex and Interclean offer excellent, very high quality products, and you can be sure they will do an exceptional job. There are some very good lower priced products available in your local supermarkets like Woolworths or Coles, that will also do the job. If the surface is very greasy or very soiled, microfibre may initially not have the desired effect.

There are limits to microfibre. For example, in a bathroom with a tiled floor, there may be built up grime in the grout. A deep clean with steam to remove this initially will assist the following maintenance of microfibre system.

Benefits of Microfibre

- **Effective at capturing microbes:** Several studies have determined that Microfibre is better than cotton at capturing bacteria. Tests proved that a cotton-loop mop reduced bacteria on the floor by 30%, whereas the microfibre mop reduced bacteria by 99%.
- **Prevents cross-contamination:** Microfibre cloths and mops are available in different colours so that a colour-coding system can be implemented for specific uses. For instance, with ENJO, yellow cloths can be used in bathrooms and green cloths can be used for kitchen cleaning. Better yet, the cloth may already be labeled with the correct area it should be used in.
- **Environmentally friendly:** Studies have determined that the microfiber mopping system reduced the amount of water and chemicals required for cleaning.

Additional benefits:

- No lint left behind
- Dries quickly
- No streaks
- No need for paper towels
- Cost effective
- Each microfibre cloth has 300+ uses, so if you clean once a week, you've got at least 6 years of use on any given cloth
- Washes easily

Dry Dusting

You can use microfibre cleaning cloths dry as a duster instead of using a cleaning cloth treated with chemicals or a (chemical) spray and wipe method. Depending on the size of the cloth you may want to fold it. This will give you multiple cleaning surfaces on one towel.



Microfibre methods

Damp Method

Microfibre is excellent to use damp. If it becomes wet, wring it out by squeezing it rather than twisting it in opposite directions. Microfibres can be damaged so look after your microfibre even when wringing it out.

NOTE: You don't want it to be dripping as the towel needs to have the capacity to absorb whatever you're trying to clean off the surfaces. Like with a dry cloth, when using a larger cleaning cloth it's probably best to fold it to give you multiple new cleaning surfaces on the same towel. This damp method works best for cleaning bathrooms, cleaning appliances, wiping down kitchen counters, cleaning car interiors and hundreds of other cleaning applications.

Glass Microfibre

The absorbency of microfibre makes it great for cleaning windows, even when just using the cloth with water. Microfibre cleaning cloths hold up to 7 times their own weight in liquid which allows them to clean glass while leaving no streaks. This feature also makes them great for cleaning up spills. This will allow you to cut down on the use of disposable cleaning products like paper towels.

To use, spray a mirror with water then fold your cloth in half or quarters, keeping each surface flat as you use it and wipe over the glass surface. Turn sides as you need to.

Mopping with Microfibre

- Before you begin, sweep or vacuum floor. Use a clean microfibre mop and dampen it. You may have it pre-moistened or you can use a spray bottle or canister attached to the handle. Do not over wet it.

- Place mop head face down and attach base plate to it.

The AD Way is to mop in a figure of eight pattern whilst walking backwards, this ensures you don't miss anywhere.

Washing and Caring for Microfibre

The fabric is very durable so it is safe to wash a quality microfibre product up to 500 times, if not more. Check your manufacturer's instructions. For best microfibre cloth cleaning results follow these steps:

- **Hot Wash:** Hot wash microfibre cloths in temperatures of 60°C to 90°C. If your washing machine is not capable of washing at +60°C, soak the microfibre cloths in boiling water before to disinfect.
- **Detergents:** Regular detergents or powders may be used but are generally unnecessary as soiling and stains should not penetrate nylon or polyester fibres.
- **Wash Separately:** Avoid washing microfibre with other fabrics or wash in a delicates bag as microfibre attracts lint residue.
- **Fabric Softeners/Bleach:** AVOID FABRIC SOFTENERS AND BLEACH as these can damage the synthetic fibres.
- **Drying:** It is recommended that microfibre cloths are air dried as it will last longer. Microfibre dries relatively quickly. If you choose to dry your microfibre in a dryer do so on low heat or no heat and only dry with other microfibre products to prevent the mops or towels from picking up lint.

NOTE: Although Microfibre cleaning tools also absorb fat and grease and their electrostatic properties give them a high dust-attracting power, microfibre can still be unsuitable for some cleaning applications as it accumulates dust debris and particles. Sensitive surfaces such as LCD and plasma screens can easily be damaged by a microfibre cloth if it has picked up grit or other abrasive particles during use.

Click below to watch our tutorial on microfibre!



How to Remove Mould

The key to reducing household mould is reducing moisture where possible.

While bleach can kill off surface growth and spores on nonporous surfaces, it will not penetrate porous materials, contrary to claims made by several products on the market. If the mould is growing on plaster or grout or wood it will kill mould on the surface, but not below it.

Vinegar Spray

1. Pour a concentration of 80% vinegar to 20% water into 3 buckets
2. Use a microfibre cloth to dip into the first bucket and clean a patch of mould
3. Rinse the cloth in the second bucket then rinse again in the third bucket to ensure cross contamination doesn't occur
4. Repeat this process until the mould is removed

Oil of Cloves

To clean mould from hard surfaces:

1. Dilute the pure essential clove oil and put it into a spray bottle. Mix $\frac{1}{4}$ teaspoon of clove oil per 1 litre of water
2. Spray the surface and then leave for 20 minutes
3. Wipe the surface clean and re-spray. Leave untouched as it will take 24 - 48 hours for the mould spores to die

SAFETY: Always test a small patch first to avoid damaging painted surfaces. Wear rubber gloves when handling, mixing or using clove oil, avoid eye & skin contact, and keep out of reach of children. Clove is highly irritating to the skin and must be diluted to concentrations less than 1% prior to use.

Tea Tree Oil

The smell of tea tree oil is very strong, but will dissipate in a few days.

1. Add 2 teaspoons of tea tree oil to 2 cups of water
2. Combine in a spray bottle, shake and spray on problem mould areas
3. Do not rinse as it lasts indefinitely



How to Mop

- Always sweep or vacuum the floor first, mops don't pick up crumbs, dust and hair. Dust and dirt can scratch a floor
- Use a damp mop, not soggy one
- Change your water regularly
- Start in one corner of the room and work towards the exit
- Move the mop in a figure of 8 motion to ensure you cover the area
- When the mop looks dirty, dip and wring the mop
- Persistent marks may need another clean. Dampen the area with a bit more solution and let it sit for a few minutes to give the solution time to work. Mop up.
- Open up doors and windows to dry the floor
- If the floor shows streaks you may have to dry it with a towel as you go along
- If it's a steam mop, use the mop following the manufacturer's instruction

Click below to watch our tutorial on moping!



How to Polish

Polishing is a method used on both wood and metal surfaces.

Depending on the surface you may be using a wax polisher, Silvo, Brasso, an aerosol spray or just a microfibre cloth. Evenly spread the polish over the furniture and remember to always polish wood surfaces by rubbing in the direction of the grain of the wood.

How to Read Labels

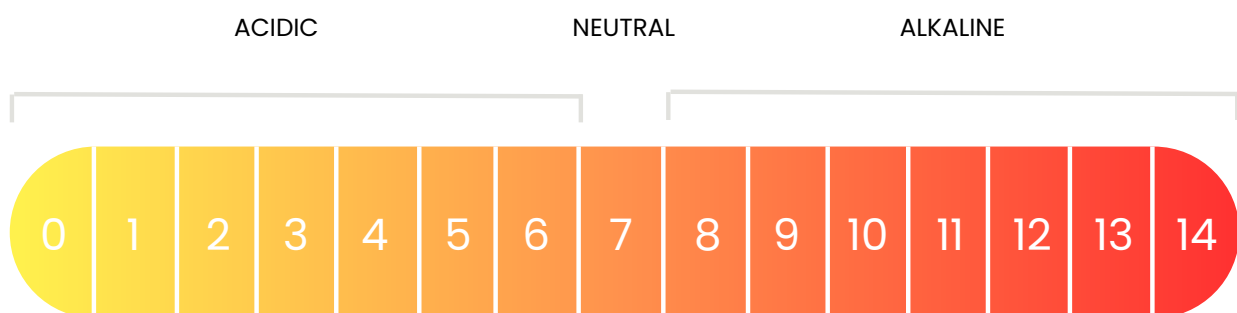
Always read the product labels regardless of whether the client has supplied the product or it is yours. There is a chance that it may not be the right cleaning product for the surface you are being asked to use it on.

Product labels show:

- How to use
- What surfaces it is safe to use on
- Dilution ratios
- How to store and dispose of it safely

Always read labels. If a label doesn't categorically state that a product is suitable to use on certain surfaces avoid using it. It is important to know the difference between multi-purpose and multi surface products.

Most cleaning products don't list all active ingredients however understanding the PH measure or being aware of hazards will help.



Acidic based products are beneficial for removing hard-water deposits, discoloration and rust stains. Acids can irritate and injure the skin and eyes so be careful. Clear white vinegar is a simpler version of acidic cleaning product. Citric or lemon juice is another natural substance used as an acid spotter, and mild bleach is used in the removal of many kinds of stains.

Neutral cleaners with a PH of 7, such as Morning Fresh, are usually safe on all surface types.

Alkaline based products help clean food spills, oils and grease. Common in baking soda, cream cleaners, laundry detergent, Windex, bleach and oven cleaners, alkalines vary in strength and the stronger ones can cause burns. When reading labels, look for words such as Danger, Warning or Caution that provide some indication of a product's toxicity. Danger or Poison is typically the most hazardous and may also be described as 'corrosive' or 'may cause burns'. A warning label means moderately hazardous, and formulas with a Caution label are considered slightly toxic.

Products that list active ingredients of chlorine or ammonia can cause respiratory and skin irritation or toxic fumes if accidentally mixed together.

How to Scrub

There are two things you should consider before you start scrubbing. Firstly, the surface you are trying to clean may have specific care instructions, and secondly, the product you will use.

Being aware of the surface will help you identify if the equipment and method you have been given is going to harm the surface. Be sure to read the product labels and follow the correct dilution ratios. Does the product need to be diluted or used full-strength?

When Scrubbing

- Work in a circular motion using light pressure.
- Avoid the temptation to press down with all of your strength when scrubbing as it's often a waste of effort and can damage the surface. A light steady pressure, a circular motion, the right cleaner, and the right amount of water can tackle nearly any mess and preserve the beauty of the surface you are cleaning.
- Use a clean damp cloth to rinse the surface, thoroughly. Residue will attract more dirt and stains, so be sure to clean it all away.

Use another cloth to dry the surface completely. Surfaces that can't handle exposure to moisture shouldn't be scrubbed. This includes many wooden surfaces and unsealed/ungROUTED tiles.

How to Spot Clean

Spot cleaning is used when it isn't necessary to clean the whole surface of something.

A client may ask you to spot clean their kitchen cupboards etc. What they mean by this is that they don't want you to waste time cleaning the entire thing – just the spots that are obvious and need cleaning or wiping down.



How to Remove Certain Soils and Stains

NEVER use anything in a client's home without their knowledge and prior consent.



Blue Tack: If you find blue tack stuck to walls or other surfaces the best thing you can do is put a lump of blue tack in the freezer for a while and then roll it over the blue tack you're trying to remove. Tea Tree Oil will help in removing any last bits of sticky residue.



Candle wax: For walls or wood, place an ice cube into a bag and place over the wax until it is chilled. You should then be able to scrape it off with a plastic ruler.



Cobwebs: Can be removed using a long handled microfibre duster, vacuum cleaner or a cobweb broom.



Dirt: Most dirt can be removed using warm water with dishwashing detergent and a sponge or microfibre cloth.



Dust: Depending on your client's preference and the surface, remove dust by wet or dry dusting with cloths, feather, wool or microfibre.



Fingerprints: Use some warm water with a mild detergent to wipe the prints off. If the fingerprints are on stainless steel, you can then finish with a bit of buffing with olive oil that will prevent future prints from sticking.

How to Remove Certain Soils and Stains

NEVER use anything in a client's home without their knowledge and prior consent.



Mould: Different kinds of moulds grow on different materials. Certain kinds of moulds like an extremely wet environment. Other kinds of moulds may be growing even if no water can be seen. The general method for removing mould starts with a good vacuum of the surfaces. Scrub or brush the mouldy area with a mild detergent solution. Use a product that attacks mould spores like Exit Mould (follow manufacturers directions), vinegar or oil of cloves diluted.



Oil: If a mild detergent in warm water or white vinegar and bi-carb soda doesn't shift the oil you can put salt on to the oil spot and leave. Wipe off gently so as not to scratch the surface.



Residue: Unless the surface is made of porous stone like marble, white vinegar will remove most residue left from cleaning products and detergents.



Rust: Whatever you do, don't use bleach or any bleach containing products on rust; chlorine bleach can actually set rust stains. Rusterizer is organic, biodegradable and toxic free so is safe to use on almost any surface. It can also be used to remove calcium and lime deposits.



Sand: A good vacuum cleaner or handheld vacuum cleaner for those hard to reach places will help you get rid of sand deposits resting on fixtures and fittings.

How to Vacuum

Vacuuming is not just for carpets. The tools/attachments that come with vacuums are an efficient way to clean furniture. They can be used to remove dust or cobwebs from metal, and food or crumbs that have slipped under the cushions on lounge suites and chairs.

Vacuuming Carpets

- Vacuuming the carpet should always be the last job in that room.
- Do a “walk through” of carpeted areas – pick up clutter & large bits of debris before you vacuum.
- Select correct setting on vacuum for type of carpet you are about to clean.
- Remember you must use the correct vacuum head for hard surfaces or you can damage the equipment and the surface.
- Always remember – when moving items in the home, make sure you follow the correct manual handling techniques and ask for assistance with large and heavy items to avoid injury.
- Place items in a safe place whilst you are cleaning, and always remember where they belong.
- Carpets should be vacuumed at least once a week, but this depends on amount of traffic and the dirt.
- Remember to always vacuum behind the doors and under the mats.
- Ask for client consent but a light sprinkle of bi-carbonate of soda over the carpet prior to vacuuming is a good carpet refresher.
- Did you know that vacuuming diagonally across a carpeted floor puts less stress on the carpets fibres, and also leaves fewer vacuum marks?
- Pulled threads – Advise the client and do not pull or cut. Take care not to vacuum over these as you could damage the carpet further.
- Stain removal – do not attempt stain removal on carpets. We do not have the knowledge or expertise to do this and could cause further damage.

It is likely that each client uses a different type of vacuum cleaner. You will have to get used to using a variety of styles and models. If you are unsure of how to use or empty a particular vacuum model, ask the client to show you.

Types of Vacuums

Detailed below is a cross-section of vacuums you might come across

Ducted Vacuums

With this type of system, you avoid the bulky canisters to pull around, the upright vacuum to push in front of you, and the noise. Ducted vacuum systems require no pushing or pulling of heavy motorised units of the past, no electrical cords, and no large storage space. They are easy, efficient, and quick to vacuum up the dirt.



Bag-less Vacuums

Because of the convenience of not having to replace the bag, most people today prefer bag-less vacuums. These sort of vacuums contain dirt chambers that is simply dumped in the rubbish bin. In addition, the majority of these vacuums also come with a filter, which cleans the air as you vacuum. Depending on how often the vacuum is used, the air filter should be cleaned or replaced around every six months.



Barrel Vacuums

Most barrel vacuum cleaners require a bag that collects dirt when the vacuum is pushed back and forth over a carpet, most new vacuum cleaners utilise containers. However, as a downside, these vacuums require that the bag be replaced once it is full.



Backpack Vacuums

Commonly used for commercial cleaning, they allow the user to move rapidly about a large area. They are essentially canister vacuum cleaners, except that straps are used to carry the canister unit on the user's back. Take care when moving through the house.



Robotic Vacuums

Move autonomously, usually in a chaotic pattern ("random bounce"). Some come back to a docking station to charge their batteries, and a few are able to empty their dust containers into the dock as well. Check with the client for specific instructions on how to empty the machine.



Types of Vacuums

Detailed below is a cross-section of vacuums you might come across

Upright Vacuums

Upright vacuums are very powerful and come complete with an array of different attachments. This style of vacuum is able to remove dirt with a good degree of efficiency and this allows for cleaning to be done quickly. These vacuums are great for lifting debris, dirt and dust. Upright vacuums are also very good for cleaning up pet hairs. They do not get into the corners of rooms and under furniture, attachments are needed



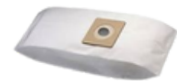
Handheld Vacuums

Small handheld vacuum cleaners, either battery operated or mains powered, are also popular for cleaning up smaller spills.



Vacuum bags

The bag is the typical method to capture the debris vacuumed up. It involves a paper or fabric bag that allows air to pass through to trap all dust and debris in the bag.



Accessories

Common vacuum attachments are thin nozzles, long handles, and brushes, which can help in cleaning unusual areas, which need special attention and treatment. Other attachments might include the power head or turbo head. The power head is a motor driven attachment and the turbo-head is suction driven.



Carpet Sweepers

A carpet sweeper typically consists of a small box. The base of the box has rollers and brushes, connected by a belt or gears. There is also a container for dirt and when pushed along a floor the rollers turn and force the brushes to rotate. The brushes sweep dirt and dust from the floor into the container. Carpet sweepers frequently have a height adjustment that enables them to work on different lengths of carpet, or carpetless floors. The sweeper usually has a long handle so that it can be pushed without bending over.



Brooms

Brooms can be used prior to vacuuming in order to loosen dirt, which has worked its way down into the carpet fibres. However, if you want to really get rid of dust mites in your carpeting, a vacuum cleaner is the only way to go.



How to Wash Clothes

The first step toward efficient washing is to know what you are washing. There are many different methods to sorting. Although the client will sort the garments for you it's important for you to understand the process so you can identify when a sorting error has been made. There are two important considerations here: what kind of fabric is it (as in sheets, towels, bathrobes, napkins and rags) and what colour.

Top-loader

Clothes are loaded through the top of the machine. This machine relies heavily on water so it can agitate clothing as part of the washing motion. As a result of this agitation top loaders do have a reputation for being harsher on clothing and can become unbalanced during the cycle. It is easier to add clothes mid-cycle and often have more wash cycles than a front loader.



Front-loader

Front loaders are generally said to be gentler on clothes and better for the environment as they use less water per cycle. The spin cycle on a front loader is also said to be more efficient than a top loader and so clothes need a lot less drying time. Front loaders only need a very small amount of detergent however do have longer cycle times that you will need to take into account.



Wash/dry combo

These machines can either sit side by side allowing you to dry and wash at the same time or they are one in the same unit whereby they will wash first then automatically move to a dry cycle.



Reading the labels on each item that you have been given to launder will prevent any major disasters occurring like colour stains or shrinkage and if in doubt, leave it out.

Sorting & Washing by Colour



Whites: are sorted separately because we want them to stay white. One red sock that isn't colourfast can turn an entire white load pink. More often than not whites need a warmer water temperature than other clothing to ensure proper cleaning. Whites can be washed with a long wash cycle and full spin with hot water and bleach.



Reds and / or brights: Colourfast pinks, purples, reds, and oranges can be mixed together to make a full load. Warning, red clothing is notorious for losing its colour and bleeding onto other fabrics. When in doubt, wash reds separately. Other bright colours can fade or lose their colour onto other lighter clothing. They can be washed on warm or cold short wash cycles.



Lights: Lights should be washed in warm water and include your pastels, creams and light greys. They can be washed on warm or cold short cycles.



Darks: In the dark colours, separate t-shirts and jeans from lighter weight items like blouses and dress shirts. These can be washed in warm or cold water depending on the type of material. Items like jeans and dark socks should be washed on a long cycle with a full spin. Permanent press trousers and dark t-shirts should be washed on a shorter wash cycle with a low spin to reduce the possibility of wrinkles.



Specialty Items: These are things that have to be washed separately, are not colourfast, can't be dried, or have otherwise special instructions that keep them separate such as dry cleaning only.



Brights and coloured: If your items are colourfast, (most clothing will be) you can combine colour items together.

Sorting & Washing by Types of Material

Natural Fibres



Wool: Because wool is a natural fibre, it is prone to shrinking in warm or hot water and with agitation. Some wool is machine washable. If not, dry clean wool items or wash them by hand in cold water with a mild detergent and never toss wool items into the dryer unless the label says otherwise.



Cotton: Most of the cotton purchased is pre-shrunk because it is very prone to shrinkage, especially with hot water and a lot of agitation. Once pre-shrunk, cotton is more durable and can be washed in the washing machine in either cold or warm water. To be on the safe side, hand wash any new items in cold water with a mild detergent the first time.



Silk: Dry cleaning is recommended much the same as it is with rayon, but hand washing in cold water with a mild detergent is usually okay as long as the dye is colourfast. Always read the label.



Linen: It is usually recommended that you dry clean linen but you can often get away with hand washing it in warm water with a mild detergent or machine washing on a gentle cycle. It irons nicely to a crisp fabric. Linen is often used for tablecloths, sheets, and curtains.



Acrylic: Acrylic dries easily and is machine washable. Acrylics are popular because of their ability to retain their shape and texture after washing and drying, however they can pill easily. Static cling also happens frequently with acrylics.



Nylon: Nylon is easy to wash and take care of. Because nylon resists absorbing moisture and dries easily, it is often used for swimwear and active wear. It is recommended to wash nylon in cold water.



Polyester: Polyester dries quickly and can be washable or dry clean only, so check the tags. Polyester is often used as a blend with other fabrics to lend wrinkle resistance. It is not the easiest fabric to remove stains from!



Rayon: Rayon holds its colour and shape best when it's dry cleaned but you can hand wash it in cold water with a mild detergent. Because it's not extremely colourfast, wash it alone and then iron it when it's slightly damp to help it retain its form.

Washing Methods

Clients will have a variety of equipment in their home for laundering. The tables below should be a useful guide to the different cycles available on each machine. Some machines may have more cycles than the ones listed below but these are the basic ones that most machines will have:

Washing Machine Cycles



Economy: An economy cycle uses less water and is better for the environment. Check with the client if they prefer this cycle for general washing. It is not recommended for heavily soiled clothing.



Short or speed cycles: Most washing machines have a short cycle wash. This short cycle is a good way to wash clothes that are only slightly dirty or that have a lot of embellishments on them that should be washed gently. If washing delicate or cotton fabrics, you can use the short cycle and use cold water to avoid damage or shrinkage.



Regular: The regular wash cycle will agitate the clothing and spin it at a faster rate of speed than the shorter cycle. The regular wash cycle is good to use on clothes that are dirty or that are thick and sturdy. This cycle works well with jeans, t-shirts, bedding, towels and any other items that don't need any delicate treatment.



Permanent: The permanent press cycle is a bit easier on fabrics. For many average loads with clothing that is not extra dirty, the permanent press washing cycle is a good choice. This washing cycle cools clothes before they enter the spinning cycle. This is what prevents certain fabrics from getting creased or wrinkled during the washing process. It is particularly effective with synthetic fabrics and permanent press items. Permanent press is recommended for business clothes to prevent creasing.



Delicate: There are many items that can be washed in the delicate cycle. Items such as lingerie, items with lace, lightweight items, and fabrics that are loosely woven are all perfect for the delicate washing cycle. With delicate items, use cold water and mild detergent. This cycle washes clothing more gently with slower agitation and spinning. It is the closest cycle to hand washing.



Soak: The soak cycle is used for heavily soiled clothing. This cycle helps rid the clothing of caked on mud and grass stains. You can also use this cycle if the client needs you to bleach the whites.

Additional Tips

Dirt can easily travel from one garment to another within the washing machine, so for heavily soiled clothes it is best to wash them separately.

- You may also have a load of delicates, such as bras, lacy garments or items with embellishments. These items should be washed using a delicates bag.
- Always check pockets for valuables, money, tissues etc.
- Remove belts and accessories and unbundle socks.
- Do not overfill the tub! There must be room for the clothing to circulate freely otherwise the detergent will not be distributed evenly and the load will not get a thorough cleaning or rinsing.
- Always use the recommended amount of detergent, too much will leave a residue on the clothes and too little will not clean properly.

Hand Washing

Some articles of clothing require hand washing. Garments will last longer if they're not constantly subjected to the rigors of the washing machine so you may be asked by clients to hand wash certain items if they want to extend the life of the clothing.



How to Hand Wash:

1. Fill the sink with the correct water temperature as listed on the clothing label. Keep in mind that some articles of clothing require cold water while some can be washed in warm water. Add the detergent as directed and dissolve.
2. Put the clothing in the soapy water and thoroughly wet it. If it's stained, you may want to let it soak for a while.
3. Knead the clothing with your hands in the water for a few minutes, much as you would knead bread. Hand wring your clothing and set aside.
4. Unplug the sink, drain and start the water running. Rinse your clothing until the water runs clear, not soapy.
5. Wring out and hang out to dry or lay flat on a dry towel to avoid stretching.

Drying Methods

Tumble Drying:

Make sure that you have selected the appropriate cycle according to the load. The dry cycles usually have different temperature settings, which make the cycle selection step an important one. You don't want to shrink or damage clothing because you haven't followed the client's direction relating to cycle settings. Do not overload the dryer or clothes will not dry properly.

Basic dryers usually have a long timed cycle for heavier loads and a shorter cycle that has a lower heat and a cooling down period, for permanent press clothing. This cool-down period reduces the presence of wrinkles and is ideal for clothing that has a polyester content, or for lighter fabrics.

It is also important to not overfill the dryer. There must be room for the clothing to circulate freely in order to dry properly and to avoid creasing. Always check the labels to see what drying temperature is recommended. Lastly, remember to always empty the lint filter.

Some dryers will have temperature settings based on fabric type and others will just have the basics. The guide below is just a basic guide:

Low

Select the delicate or low temperature setting on your dryer for lingerie and sheer fabrics, as well as garments that are labeled to dry on low heat, such as stretchy garments containing spandex.

Medium

Is often called the permanent press cycle. Select medium heat for permanent press garments, sheets, T-shirts and most garments made with average-weight material of nylon, acrylic or polyester or blends of these.

High

Select high heat for non-permanent press items such as cotton undies and socks. Also select the high setting for towels and heavyweight garments, such as jeans.



Drying Methods

Line Drying:

A great benefit of drying clothes outside is the UV rays from the sun actually help kill bacteria in the clothes. If you don't want the clothes to fade just hang them in the shade or inside out. By hanging clothes to dry you will expand their life span by quite a bit. Remember to remove the lint from the dryer after every load as this can cause house fires.

Tips for line drying:

- **Dark coloured clothes** — turn inside out to prevent fading
- **Socks** — hang in pairs (faster to pair them when taking off the line)
- **Jeans** — hang by the cuff/hem. Allows air-flow and therefore dries faster
- **Business shirts** — hang by the hem or on a hanger
- **T-shirts** — hang from bottom with approximately 15cm turnover, or peg under arms. Best to hang on a hanger to prevent peg marks
- **Shorts** — hang by the waistband. Allows air-flow and therefore dries faster
- **Towels** — hang from the hem with approximately 20cm turnover

Clothes Rack:

Clothing racks are handy because they can be moved to speed up the drying process. Place them outside on a sunny (but not windy) day. Inside the house, try putting them near a heater or air conditioner, as it will dry them faster. Don't place clothes close enough to heaters to be a fire hazard. Using a clothes rack is an environmentally friendly alternative to using a dryer on a cool, rainy day.

Flat Drying:

Get a towel or a sheet and lay it on the floor or table. Place the garment on top of the towel or sheet and let it dry.

Dry flat simply means to let the clothing article dry on a flat surface. Never hang clothing that reads flat dry as the item can easily end up stretched and out of shape.



How to Wet Wipe

Involves using a wet cloth, sponge or a manufactured wet wipe to clean a surface. Much of the surfaces you are cleaning will simply require a wet wipe over to keep them looking clean. Buff with a dry cloth to avoid leaving water marks.

How to use White Magic Eraser

White Magic is a melamine foam that has superfine eraser-like fibres that easily lift and trap dirt, so it effectively removes stubborn marks without the need for harmful chemicals. It is a highly unique cleaning product that uses only water to erase stubborn marks.



White Magic can be used on any smooth and non-porous area of the home or office, but as with any product or cleaning cloth always read instructions. It makes light of so many cleaning tasks:

- It erases set in dirt around the kitchen. It is fantastic on your stainless-steel sinks and around plug holes
- Fantastic at breaking through tough bathroom soap scum
- Great at removing scuff marks and dirt from walls, floors and doors
- It will even tackle ground in dirt on your outdoor furniture
- Take care on all painted or polished surfaces and test a small unseen area first because it can lift the colour and leave a lightened mark on dark surfaces

Click below to learn more about how to clean with white magic



How to Clean a Dishwasher

1. Using a small brush (we'd recommend a toothbrush) dipped in hot soapy water, go around the door of the dishwasher taking care to get into the grooves and crevices of the rubber seal. Go over the inside of the door and scrub any obvious areas inside the dishwasher that may have stuck-on food, such as out of reach corners.
2. Pull the bottom rack out and examine the drain area. Wipe around it to be sure there are no hard chunks that can plug the drain, cause damage to the pump or scratch dishes.
3. Using a clean wet sponge or dishcloth, wipe the cleaning solution from the gasket and the door.
4. Use a recommended dishwasher cleaner or place a dishwasher-safe cup filled with plain white vinegar on the top rack of the empty dishwasher. Using the hottest water available, run the dishwasher through a cycle. The vinegar will help to wash away the loose greasy grime, sanitizes, and helps remove the musty odour.

Bicarbonate of soda is also effective at freshening and brightening your dishwasher. Just sprinkle a cupful around the bottom of the tub and run it through a short but complete cycle using the hottest water. Bicarb can be helpful in removing stains.

**Click the image to see our YouTube video on
how to clean the dishwasher**



How to Clean a Fridge

1. Completely empty the fridge, take out all removable parts
2. Check for out-of-date items but make sure client is happy for you to decide. If not sure, leave them.
3. Either make a solution of 2 heaped spoonfuls of bicarb to half a cup of water, a few drops of dishwashing detergent and warm water or simply use a clean microfibre cloth
4. Wipe out the fridge, shelves and door
5. Wash any drawers in the sink
6. Remember to wash the rubber around the edge as this can become mouldy if left
7. Dry with a microfibre cloth or soft towel
8. Replace the items neatly
9. Store an opened box of bicarb of soda in the refrigerator and freezer to help eliminate odours. Replace every three months or so, although the box may need replacing sooner if it begins to absorb too many odours. Date the box to remember when to replace

Click below to learn how to clean the fridge!



How to Clean a Kettle

Note: Limescale build up will take longer to boil, wastes electricity and the element can burn out

1. To remove limescale, add 50/50 white vinegar and water to below the maximum level. If you fill it too close to the maximum line, it will boil over and possibly cause damage. Boil and leave for 1 hour
2. Alternatively, you can use lemon juice instead of vinegar
3. Rinse the kettle about 5 times
4. Wash the kettle with water and detergent and dry off
5. Wipe over with olive oil if stainless steel

Click below to learn how to clean the kettle!



How to clean a Microwave

1. Add a cup of water to a microwave safe bowl or a coffee mug that has a handle
2. If there are baked on food particles on the roof or walls, add a slice of lemon or a splash of white vinegar to the water
3. Cook on high for 3 minutes to remove odours and soften food stains
4. Leave to stand for 1 minute before carefully removing cup of water
5. Wipe out with mild detergent and water using microfibre or a soft towel

Click on the image to watch our training tutorial on how to clean your microwave



How to Clean an Oven

Ask the client what type of oven they have and how they normally clean it.

Self-Cleaning (pyrolytic) – has a self-cleaning mode which you can decide when to use. The pyrolytic cleaning process superheats the oven to approximately 500 degrees centigrade which burns off (carbonises) any deposits from baking, roasting and grilling. You are left with a perfectly clean oven and the residue of fine ash is easily removed with a damp cloth.

Continuous Cleaning (Textured) – has a special porcelain layer (texture) to prevent spills from clinging onto its surface. To clean it, all you need is to wipe occasionally with a hot soapy cloth. You do not need to use abrasive cleaners, scouring pads, or oven cleaners..

Oven cleaner – For aged or well used ovens, use a specialised oven cleaner. Always use gloves and a mask and remember to be careful with spillage. Follow the instruction label for the most effective clean.

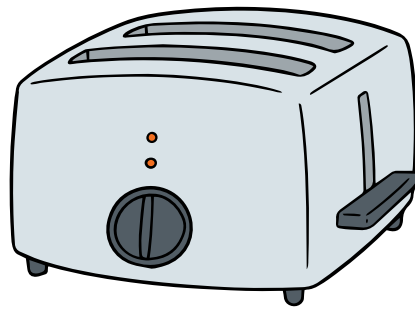
Oven racks – Use large bin bags to lay racks on outside or in a large tub. Sprinkle racks with a liberal amount of laundry or washing powder and water. Leave for as long as possible to soak before wiping clean.

Click the image below to learn more about how to clean an oven!



How to Clean a Toaster

- 1.** Ensure the toaster is cooled and unplugged. Empty all crumbs by pulling out the bottom crumb tray and then gently shake the toaster upside down. If necessary, wash the crumb tray in warm soapy water.
- 2.** Taking a slightly damp microfibre cloth, wipe the outside of the toaster and the knobs or buttons. Again, if there are any stuck on stains, you may need to use warm soapy water to remove them.
- 3.** Dry the outside with a dry microfibre cloth. Replace the clean crumb tray. If your toaster is Stainless Steel, clean following the grain of the stainless steel and use a tiny amount of olive oil and buff to give it that extra shine.



How to clean a Washing Machine or Dryer

Always consult the client first so warranty is not voided.

Washing machine — Start by mixing 1/4 cup bicarb to 1/4 cup water and adding this to the detergent container of the machine. Add 1 cup of vinegar to the inside of the machine and run a full cycle on the hottest setting available.

Wipe all over exterior with damp cloth. Pay attention to clean soap dispenser and seals around the door or lid. Use an old toothbrush to get into all areas.

Dryer — remove lint with vacuum, wipe exterior with damp cloth and dry off.

Room Checklists

How to clean a Bathroom

Checklist:

- Shower recess, fittings & glass
- Toilets
- Clean toilet brush holder/brush
- Vanity top (all items removed & replaced)
- Basin & vanity unit
- Bathtub
- Windowsill
- Tiles & fittings
- Mirrors
- Hard floor
- Empty bin
- Door frames & light switches

- Vacuum just the bathroom floor (only if dry) to remove hair and dust
- Lift bathmats to remove hair and dust before wet cleaning
- Spray shower, basin and bath, leaving the cleaner to work while you clean other areas of the bathroom. Make sure you have adequate ventilation
- Remove everything from the vanity top and wipe down, dust personal items and dry off vanity
- Scrub shower and bath, paying close attention to edges and grouting; soap holders and taps
- Use a squeegee for any glass panels or doors in the shower
- Pay attention to taps and plug holes, buff taps to shine
- Ensure no hair left in plug holes and drains
- Clean mirror, check for smears when done, a dirty mirror will immediately give the impression that the room hasn't been cleaned properly
- Scrub and disinfect inside of toilet, and don't forget under the seat and all other nooks and crannies
- Wipe down outside of toilet and toilet cistern, flusher buttons, tile behind the toilet etc
- Clean the toilet brush holder



How to clean a Bathroom

- Leave a drop of disinfectant, tea tree oil, or eucalyptus oil in the bottom of the toilet brush container to keep it smelling fresh
- Fill up toilet roll container if possible
- Empty bathroom bins and reline bin if necessary
- Vacuum floor area
- Don't forget to vacuum behind the door
- If time permits dust over skirting boards too
- Dress the room by neatening towels and face washers
- Lastly mop tiles, don't have the mop too wet or it will leave streaks
- Take care to mop right into the corners and behind the door
- Remember to put the bathmats back down providing the floor is thoroughly dry

How to clean Showers

Clients will provide products to use, but if not successful, below are some other options.

How to clean a glass shower screen

You may find that over time a glass shower screen starts looking duller and duller with a murky colouring or spots that you simply cannot get rid of.

A shower can be perfectly spotless but if there is still a residue build-up on the screen, then this can leave the shower looking dirty and uninviting. CLR is an option but if you don't want to try the harsher shower screen chemicals, you are in luck.

There are several more natural cleaning solutions that you could suggest to the client that may help clean your glass shower screen without posing health risks. Always check with the client as some screens have been treated.

Click the image below to watch our tutorial on cleaning shower screens!



Products and Tools

The tools and products below can help during a bathroom clean



Fabric Softener: Add one cup of fabric softener to one litre of warm water to get rid of that residue and soap scum on a glass shower screen. Simply wipe the mixture on the door and then rinse it off with warm water. If you happen to have a dryer sheet handy, then wipe the dryer sheets along the shower door. This can also remove the soap scum.



White Vinegar: Vinegar is the one item that every household should have. It is effective and safe in cleaning a number of different things and a glass shower screen is no different. Simply put white vinegar into a spray bottle and spray onto the shower door. Scrub the mixture onto the screen with a non-scratch sponge, damp cloth or shower pad before rinsing off with warm water. Make sure you label the spray bottle so that you know what product is in there.



White Magic Eraser: This is truly magic! They are quick, you don't have to scrub too hard, and best of all no yucky chemical smells. A White Magic Eraser is great at removing soap scum from any surface in the bathroom however avoid using on marble or granite.

How to clean a Toilet

To try removing a hard-water ring from the inside the toilet, try CLR or pour white vinegar into the bowl and let set for an hour. Scrub clean and flush.

Chlorine bleach is an effective alternative to commercial toilet-bowl cleaners. Add 1/4 cup to the toilet bowl, let stand a few minutes, brush with a toilet brush, then flush. This will disinfect as well. Never add bleach to a septic toilet.

Room Checklists

How to clean a Bedroom

Checklist:

- Beds
- Mirror
- Window sills
- Carpets / Rugs
- Door frames & light switches
- Hard floors
- Overall appearance
- Furniture & lampshades

As well as the checklist above remember the following:

- Remake bed
- If client wants linen changed on bed, strip bed first
- Take off linen and put on fresh linen in the same order. Dress the bed with cushions etc
- Remove ornaments, lamps, etc. from bedside tables, and shelves. Dust under and around, and replace ornaments where they belong
- Clean any mirrors in the room, a dirty mirror will immediately give the impressions that the room hasn't been cleaned at all
- Lift any rugs before vacuuming, if too large, roll up the rug
- Vacuum floor area if time permits, dust over skirting boards too
- Don't forget to vacuum behind the door
- Replace rugs where they belong



Room Checklists

How to clean a Kitchen

Checklist:

- Cupboard fronts
- Small appliances
- Sinks & taps
- Windowsills
- Bench tops & splash-back
- Walls, door frames & light switches
- Hard floors
- Front of oven, fridge, dishwasher & microwave
- Overall appearance

As well as the checklist above remember the following:

- Remove small appliances before cleaning the worktops
- Most appliances and cupboards in a kitchen should only need a wipe over with hot soapy water and dried off with a microfibre cloth
- If only spot cleaning, use a spray and dry microfibre cloth
- Glass splash-backs can get very greasy and even after polishing can still look streaky. After cleaning try using white vinegar, wash off & dry
- Remember to wipe over the cords on appliances as well as wiping appliances.
- If cleaning greasy extractor fans, be careful as they can be brittle due to continual exposure to heat. If brittle, ask Client to remove
- Scrub kitchen sink. Pay attention to plug holes, dry off and buff for a nice shiny finish
- Don't forget to empty bin, wipe down and reline
- Do not use scourers on Stainless Steel appliances, sinks or splash-backs unless instructed to do so by the client. Use a soft cloth and neutral cleanser, rinse and then dry, always work in the direction of the grain



Watch our kitchen cleaning tutorials below!



Room Checklists

How to clean a Living Area

Checklist:

- Furniture
- Picture frames
- Windowsills
- Carpets/rugs
- Ornaments
- Lamp shades
- Door frames & light switches
- Newspapers, magazines & books

As well as the checklist above remember the following:

- Remove everything from tables and shelving – dry wipe or wet wipe and dry off, and replace all items where they belong
- Take care if you wet wipe the surfaces to dry off and in a lot of cases buff for a nice shiny finish or will leave a streaky finish
- Time permitting, remove cushions from sofa, vacuum up dust, dirt and crumbs, replace neatly
- Dress the sofa by placing scatter cushions nice and neatly
- Neaten any magazines or things that may be on coffee tables
- Neaten dining chairs against dining table
- Lift scatter rugs from floor before you vacuum
- Vacuum floor area, take care to vacuum right into the corners. Replace rugs where they belong



Room Checklists

How to clean a Laundry

Checklist:

- Washing Machine
- Dryer
- Sink
- Shelves
- Windowsills
- Tidy baskets
- Door frames & light switches
- Vacuum

As well as the checklist above remember the following:

- Wipe over the washing machine and dryer
- Remove lint from dryer
- Remove all items from work bench area and wipe down.
- Remove everything from shelves and wipe down
- Scrub and clean sink, always moving in the direction of the grain and buff dry for a nice shiny finish
- Remember to vacuum behind the door, vacuum the floor



Other Checklists

Stairs and Hallway

Checklist:

- Wipe picture frames
- Windowsills
- Carpets/rugs
- Door frames & light switches
- Skirting boards
- Overall appearance

Other

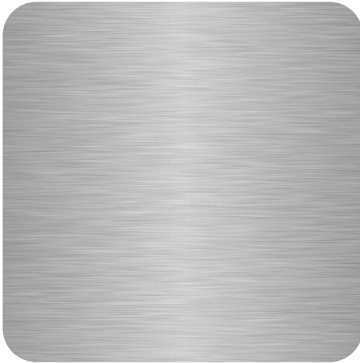
Checklist:

- Washing
- Outdoor furniture
- Empty bins
- Ironing
- Patio, landing & front entrance
- Room dressing & finishing touches

CLEANING VARIOUS SURFACES

How to Clean

Aluminium can be found on fixtures including door frames, windows and handles.



Aluminum: You can clean aluminium with a mild detergent like Morning Fresh and water. Use a soft cloth to wipe over until clean. When it comes to aluminium windows and doors it is recommended that you vacuum the tracks on a regular basis.

Acrylic can be found on fixtures including bench tops and bathtubs.



Acrylic: Acrylic surfaces are manufactured from a natural mineral refined from bauxite and blended with pure acrylic resin. Acrylic solid surfaces are suitable for endless applications around the home including kitchens, bathrooms and laundries. The non-porous nature of acrylic provides a surface that no stain can penetrate – providing a durable bench top that is hygienic and easy to clean. As long as you don't use any harsh chemicals in the process there is very little risk of damaging acrylic surfaces. Clean with mild detergent and water. Use a soft cloth to buff dry.

Avoid: Solvents as these often contain chemicals that can peel paint and remove adhesives and they can damage acrylic bathtubs. Stay away from any aggressive cleaning products as they can scratch.

Cane or Wicker can be found on fixtures including ceiling fans. It can also be found on furniture such as chairs and tables.



Bamboo/Cane/Wicker: The term wicker describes grasses, or plants that are woven into a myriad of furniture. Rattan, willow, reed, and bamboo are all types of wicker. Beyond weekly care like dusting or removing light surface dirt or spills with a damp cloth, wicker benefits from periodic cleaning with a vacuum cleaner. Use the soft, long-bristle dusting tool. Then prepare a small bucket of sudsy water (any mild detergent will do) and, with a sponge or soft scrub brush, work the suds into the crevices of the wicker, then dry with a soft towel. Turn chairs and tables over and vacuum any cobwebs and dust that might be underneath. Sponge clean the wicker on the underside, taking care not to soak any wood or structural parts as the wicker can easily be a breeding ground for mould if left damp.

How to Clean

Brick can be found both internally and externally within the home.



Brick: If the bricks are sealed it will be much easier to keep them clean. Vacuum regularly, and occasionally damp mop with plain water to remove soil. When more heavily soiled, the bricks may have to be cleaned using a mild detergent solution such as Morning Fresh. Rinse them well, and wipe dry for greater sheen.

Avoid: Acids, strong soaps or abrasives.

Tiles, Kettles, Toasters and Cook-tops can all be Ceramic.



Ceramic: Needs little more than a good wipe with a soft, wet cotton cloth to maintain and keep their appearance clean. For more stubborn stains a little dishwashing liquid will come in handy. Remove mould or mildew with a mould removing product such as Exit Mould, or green method of Oil of Cloves using a soft toothbrush to scrub away any excess and rinse well.

Avoid: Never allow vinegar, bleach, ammonia, lemon or other harsh acid based cleaners to remain on the ceramic surface or it can be permanently ruined. Never use pumice, steel wool, stiff brushes or scouring powders because they can scratch the tile surface.

Cooktops can be made of Ceramic Glass



Ceramic Glass: Most glass cook-tops come with a metal scraper. This should remove any baked on food. Cerapol is one of the most popular cleaners on the market for this appliance and is usually rubbed all over the appliance with a soft cloth and then rubbed off with a wet cloth. You can spray some diluted vinegar on to the glass to bring up the shine.

Avoid: Never use a scourer on glass or it will scratch it.

How to Clean

Blenders, taps and vents can be made of Chrome.



Chrome: The best way to keep chrome fixtures or appliances clean is to maintain them regularly. It is very easy to damage chrome, so it is very important to clean it properly to maintain its shiny appearance. Simply clean chrome with either diluted vinegar (always rinse) or detergent and water and then buff with a dry polishing cloth. You can also clean Chrome or Stainless Steel by using a paste of 3 parts baking soda to one part water. Rub the paste onto the surface, then rinse with clean water and dry with a soft cloth.

Flooring can be made of Cork.



Cork: Sweep or vacuum floor to remove dirt that can scratch the surface of the cork. If necessary, mix a small amount of mild detergent to the water. Wring your mop out as much as possible to the point of being dry to avoid excess water on the floor. Like timber floors, cork floors can swell and warp if too much water is used.

Avoid: Vacuums with brushes that can scratch the cork over time and you should avoid bleach products, steam mops and methylated spirits. Also, ammonia-based products or any product with abrasive particles, as these will scratch the cork.

Cook-tops and Slow Cookers can be made of Enamel.



Enamel: Use a mild detergent or dish soap and water with a soft cloth. Enamel can stain, so advise the client it's important to wipe up spills right away. Be especially careful of acidic spills like vinegar, tomato products, lemon juice, and other citrus products as they can eat into the enamel causing it to chip away.

Avoid: Don't use abrasive items that can scratch enamel or acid-based products.

How to Clean

Floating Timber floorboards is a common form of flooring and comes in various shades.



Floating Timber Flooring: Daily cleaning can be done with either a vacuum cleaner or a smooth floor broom. Any sand or dirt should be immediately removed because they can cause scratches and damage the floor surface. Whenever necessary, the floor surface can also be cleaned with a damp mop or a special polish to remove stains, grease, shoe tracks etc.

Avoid: Never use steel wool on timber floors, as it will leave scratches. Also avoid using a steam mop on floating timber floorboards unless directed by the client.

Splash-backs, toasters, kettles, windows, mirrors and cabinets can all be Glass.



Glass: For standard glass surfaces like glass toasters or kettles, you can use products like Windex, water and dishwashing liquid or white vinegar with a soft cloth. For best results use a streak free glass cleaner. Don't use harsh powders or scourers as they will scratch the glass. Glass can be used to make tiles and splash-backs in the kitchen and bathroom.

Dust the glass surface before cleaning to remove any particles before you wet clean. For best results use a streak free glass cleaner. They will scratch the glass.

Avoid the use of spirits or solvents as they can cloud the glass. The wrong cleaning tools can scratch the surface of any glass surface. You can clean the glass by using a spray window cleaner or by making your own formula of half water and half white vinegar. You will need to consult the client on their preference, as the client could prefer a microfibre option where only a cloth is required.

Avoid: Abrasives, Solvents or Methylated Spirits when cleaning. Avoid using paper towels, face tissue or cheap rags because they will all leave a trail of lint behind.

Click on the images below to watch our tutorials on how to clean timber floors and glass!



How to Clean

Granite can be found in both bench tops and tiles.



Granite: Although Granite is a super tough stone, it needs to be treated with care. A specialised neutral cleaner, a damp microfiber or a non-scratch cleaning pad or sponge are the best methods of cleaning a bench top or surface.

Never use strong chemicals such as furniture cleaners, oven cleaners, bleach and chemicals with high alkaline pH levels or similar aggressive substances. As with any other product, clean regularly. Do not use abrasive cleaners e.g. Scouring powders or creams, as they will scratch the stone. Wipe the surface dry with a soft cloth after cleaning. Use a specialised product for stone surfaces like granite.

If the granite floor has a sealer on it, follow the instructions provided by the client or sealant manufacturer before you attempt to clean the granite floor. If the granite floor is highly polished, cleaning it is just as important as buffing it regularly. When mopping, use a microfibre mop to clean your granite. Granite does not respond well to things acidic, like lemons and wine and especially vinegar as it can remove the seal and cause water to seep in or scratching. Clean with warm water and a mild dishwashing liquid e.g. Morning Fresh Dishwashing Detergent.

Avoid: Acids like vinegar or lemon, abrasives, detergents, bleach, ammonia, methylated spirits or steam mopping the floor.

Cupboards, doors and benches can be made from Laminate.



Laminate: Ensure cloths are made of non-abrasive material to prevent scratching of the laminate surface. The scratches on a laminate surface not only ruin the counter-top's finish but also permit the penetration of moisture. This in turn leads to growth of mould, mildew, bacteria and discoloration.

The cleanser you use to clean a laminate surface should be free of any harsh chemicals like alkaline and acids as they can burn the surface. A damp cloth or mop and a little bit of mild detergent is all you usually need for laminate.

Avoid: Acids like vinegar or lemon on laminate.

How to Clean

Lounges and Chairs can be made from Leather.



Leather: Leather furniture really benefits from a good weekly dusting. The soft brush attachment on the vacuum cleaner makes a handy leather duster or just run a clean cotton cloth over the furniture. Furniture in high traffic areas benefit from a good thorough cleaning at least once every season change to help remove body oils, perspiration and general soiling.

Use a soft cotton cloth dampened with a good leather cleaner provided by the client. Run the cloth all over the piece of furniture paying special attention to the skin contact areas like the arm rests and inside backs. Follow with a good leather conditioner made especially for finished leather furniture.

Marble can be found in the home in Showers, Benches and Flooring.



Marble: When cleaning marble surfaces, do not use any abrasive household cleaners on it. Marble is a substance that scratches easily. Marble can be permanently damaged by exposure to strong chemicals and solvents. Use a specialised neutral cleaning product for stone surfaces like marble or a microfibre cloth.

Marble is very delicate, as a very soft stone and it is much softer than granite. It is also highly porous, and so is very easily damaged by acids. It's also prone to develop water stains or spots, such as marks left by drinking glasses, or water spots after mopping. Clean marble tiles by sweeping the floor often with a soft bristled broom or vacuuming to pick up any loose dirt.

Avoid vinegar as the acid in vinegar can damage the surface. If you're not using a special marble cleaner supplied by the client, use warm water and a soft cloth. It is important to dry the surface off thoroughly after cleaning to avoid leaving any watermarks on the floor.

Avoid: Don't use Acids like vinegar, lemon, tomato or orange juice, abrasives, detergents, bleach, ammonia, methylated spirits or steam mop the floor.

Watch our tutorial on how to clean marble



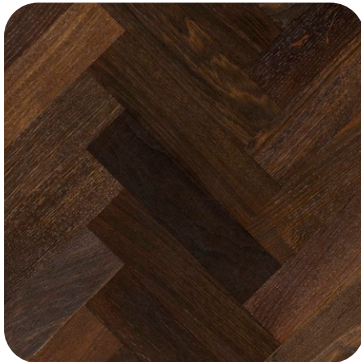
How to Clean

Chairs, Tables and Lamps can be made from Metal.



Metal: This type of furniture is made of various metals like wrought iron, aluminium and chromium plated, lacquered or stainless steel. The metal surfaces have good resistance to dirt and liquids, but prolonged exposure to water can stain aluminium and stainless steel and cause chromium plated or lacquered steel surfaces to rust. Dusting should be done with a soft, cotton cloth or towel. At times, wipe with mild detergent and water then dry completely using a dry cloth.

Parquetry is easy identifiable and is a type of flooring.



Parquetry: You can sweep parquetry flooring to avoid dust build up. Use a vacuum cleaner to remove dirt and proceed by using a clean damp mop, which has been thoroughly wrung out.

Do not use abrasive detergents including chlorine based liquids and vinegar solution to clean parquetry floors. Parquetry floors are sealed and should be treated the same as wooden floors.

Avoid: Acids like vinegar or lemon, abrasives, detergents, bleach, ammonia, methylated spirits or steam mop the floor.

Doors, Windows and Walls can all be Painted Surfaces.



Painted surfaces: To care for these properly, you need to know what kind of paint is on the surface, which will determine how to clean it.

Firstly, you can brush cobwebs and dust from the wall with a soft-bristled brush or duster. Most painted wall surfaces are washable and can be cleaned with mild detergent and water but refer to the client before wetting the surface.

How to Clean

Clean TV or computer screens only if instructed by the client.



Plasma or LCD Screens: Lightly wipe the screen with a dry and clean microfibre cloth. Microfibre is a miracle of modern technology; put it to good use. No paper towels, no kitchen towels, no household rags; only microfibre should touch your screen. For stubborn dust that won't blow off the screen and the occasional fingerprint, a simple pass with a clean and dry microfibre cloth is usually sufficient. Make sure the microfibre cloth is clean and holds no dirt or chemicals that can damage the screen.

When wiping the screen, always avoid making circular "buffing" motions. Clean with a slow and light touch moving in as broad a motion as you can either left to right or up and down across the screen. Although the microfibre should pose little to no risk to the screen, by avoiding cleaning in small circular motions you avoid the risk of creating buffed out spots or marks on the surface of the screen. Light pressure and wide movements are the safest.

We cannot stress enough that you should be gentle; pressing too hard on the screen could damage the pixels within.

Walls, Cornices and Ceilings are made of Plaster.



Plaster: Use a duster or brush attachment on the vacuum cleaner to get rid of any dust or cobwebs from the plaster. If required, spot marks can be removed using a soft cloth and some dishwashing detergent.

How to Clean

Blenders, Kettles, Toasters, Chairs, Tables and Air-conditioning Units can be made of Plastic or Resin.



Plastic/Resin: Plastic or Resin needs little more than a good wipe with a soft, damp cloth to maintain and keep their appearance clean. Plastics in furniture are strong, but can be scratched, or dented by hard impacts, and damaged by excessive heat.

Some plastics can also be damaged by solvents. Most can be cleaned with mild detergent (dishwashing liquid) and water, rinsed, and wiped dry. Read labels of cleaning products to be sure they are safe for plastics, or the specific type of plastic to be cleaned.

Avoid: Abrasive cleaners like scouring powder, as they will scratch the plastic/resin surfaces.

Polished Concrete is a type of flooring.



Polished Concrete: Dust mopping or damp mopping with a neutral cleaner is all you need to keep the surface clean and shiny.

Avoid: Any type of bleach detergent as this can break down the sealer or polish. Avoid acid based products such as vinegar or ammonia or any type of abrasive cleaning as this can scratch or lift the sealant from off the floor. Unless instructed by the client, do not use a steam mop.

How to Clean

Polished Timber is a type of flooring.



Polished Timber: Polished timber floors are protected by a sealer, which penetrates the wood pores, and a coating of polyurethane, shellac, or varnish. As with all floors, vacuum or sweep frequently to keep dirt from being ground into the floor's finish. Vacuum with a soft brush attachment to avoid scratching.

Using a flat microfibre mop, use lukewarm water and a neutral cleanser in a bucket or sink. Avoid vinegar as this will damage the seal. Ensure that you wring out the mop as much as possible before using – too much water can make the floorboards swell so you want a damp mop not a soggy one!

Follow the grain of the timber when mopping. Never use hot water or a steam mop on floorboards as this can damage the sealant and seep into the timber. Dry timber floors with a clean towel to remove excess moisture.

Avoid: Applying too much water to any floor as this can make it slippery and warp the timber. Also avoid using a steam mop on timber floorboards.

Door Handles, Cook-tops, Wash Basins Toilets and Tiles can be made of Porcelain.



Porcelain: You will want to use gentle soap when cleaning porcelain. Regular dishwashing liquid mixed in water will be very effective and not harm the finish. Also use a soft cloth or sponge.

Baking soda and water is effective on stains caused by dirt. Apply the paste with a soft cloth and work it in until the stain dissolves. Rinse off the remaining paste with water and buff dry. To clean polished porcelain floors, use warm water and buff dry. Buffing will remove any streaks and is the most effective way to achieve a great result.

Wash painted or decorated porcelain surfaces like wash basins with a very mild dish detergent. Rinse in warm water; dry with a soft towel or microfibre cloth.

Porcelain is a porous material and is highly susceptible to stains when used as a surface in toilets. Toilet freshening tablets, chemical cleaners and hard water can also leave unsightly stains. Vinegar is often described as an all-purpose cleaner and can be effective in breaking down these types of stains.

Pour undiluted vinegar into the toilet bowl and let it work for 5 minutes. Use the toilet brush to scrub the surface of the toilet and then flush to rinse.

Avoid: Using Bleach or Ammonia.

How to Clean

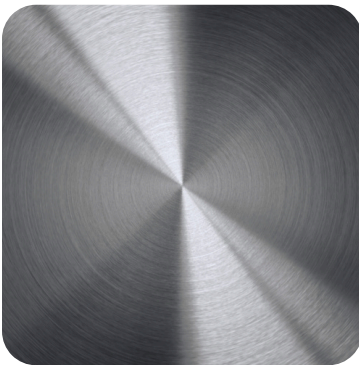
Slate can be found as flooring and also on internal and external walls as a feature.



Slate: Warm water is an option that some find most reliable. The important thing to remember is that any cleanser must not contain acids, as they will break down the slate, causing costly repair or replacement. One of the ways that slate can be damaged is when it is scratched. Sweep the floor as often as possible to remove dust and dirt and clean regularly using water. Morning Fresh is a neutral cleaner and perfect for slate.

Avoid: Vinegar or lemon, abrasives, detergents, bleach, ammonia, methylated spirits or steam mop.

Stoves, Fridges, Toasters, Kettles, Railings, Ceiling Fans, Windows and Doors can be Stainless Steel.



Stainless Steel: Day to day cleaning should involve nothing more than using soap and water. While cleaning stainless steel always follow the grain. Never wipe in circular motions as this can cause marks on the surface to appear.

Avoid using abrasive or corrosive cleaning products, as they will scratch the stainless steel.

White vinegar dabbed onto a damp cloth will bring back the shine of stainless steel while protecting the coating of the steel. Prevent fingerprints from sticking by using a light coating of olive oil or baby oil and buff up.

Make sure you wipe the surface thoroughly to prevent staining and spotting. Towel dry to prevent water spots which can be caused by minerals in water.

Avoid: Vinegar or lemon, abrasives, detergents, bleach, ammonia, methylated spirits or steam mop.

How to Clean

Excessive force, pressure or heat and abrasive products



Stone: CaesarStone and Corian are 2 types of common stone surfaces, and very similar in appearance; CaesarStone is resistant to all kinds of cracks, chips, scratches and stains. However, like most materials, excessive force, pressure or heat may cause damage to the surface. Due to CaesarStone's non-porous qualities, normal cleaning with a damp cloth will keep the CaesarStone surface looking shiny and new.

Use a non-abrasive cleaner or a specialised product for stone surfaces like CaesarStone and Corian to avoid dulling the surface's shine. By nature Corian is easy to clean because it is a non-porous surfacing material made from natural minerals and acrylic resin. As a general rule when caring for the Corian surface use soapy water along with a damp sponge or cloth. Rinse with water and buff with a dry microfibre cloth. The Vileda range of cleaning products are recommended by Corian.

Avoid: Excessive force, pressure or heat and abrasive products.

Terrazzo is a type of stone and can be found in tiles in the home including the bathroom.



Terrazzo: Keep dust off the floor as dirt is abrasive so regularly sweep the floor either with a vacuum, broom or dust mop. Use a neutral PH floor cleaner such as Morning Fresh or one made especially for terrazzo floors to mop terrazzo floors.

How to Clean

Like marble, Travertine is very porous, never use acidic cleaners like vinegar.



Travertine: Vacuum or wipe the travertine to remove loose dust and grit from the surface. Damp clean using a microfibre mop or cloth dampened with warm water (no chemicals are necessary when using good-quality microfibre). The mop or cloth will 'grab' the surface and lift off most daily grime. Use some pressure to work the microfibre; floating it lightly over the surface will not be so productive! If the Travertine is unfilled use a soft brush (such as a toothbrush) and a small amount of warm water to scrub inside the pock marks. Once the water has liquidized the dirt, use a towel to soak the water out of the pock mark.

Avoid: Like marble, Travertine is very porous, never use acidic cleaners like vinegar.

Cupboards can be made of Two Pack.



Two Pack Polyurethane: Two Pack polyurethane painted surfaces will withstand normal wear and tear but can be damaged by scratching if you clean them with a scourer. Streaky marks sometimes show on dark colour two pack surfaces after cleaning. Glass cleaner should wipe them away. Good old soapy water will deal with greasy marks.

Avoid: Abrasives or scourers.

Unfinished Concrete can be found in outdoor areas or garages.



Unfinished Concrete: Unfinished concrete is porous and requires special effort. Concrete collects dust like other surfaces so treat them like other floors, sweep, vacuum or mop them. For an unsealed concrete floor, sweep up the loose surface dirt, and then wash it with a strong all-purpose cleaning solution.

Avoid: Acids like vinegar or lemon, abrasives, detergents, bleach, ammonia, methylated spirits or steam mop.

How to Clean

Upholstery can be made from fabrics such as suede, vinyl, cotton, silk, linen, polyester, nylon, rayon, wool and velvet.



Upholstery: Upholstered furniture can be a breeding ground for bacteria, dust mites and other creepy-crawlies like bed bugs, which are once again becoming a problem after decades of dormancy. Vacuum upholstered furniture.

Avoid: Rubbing or scrubbing fabric.

Vinyl is a type of flooring.



Vinyl / Linoleum: Remove dust, sand and grit particles frequently by sweeping or vacuuming. Don't use a vacuum with a power head as it may scratch the floor. A product that you might be asked to use on vinyl or linoleum floors could be Ajax Professional Floor Cleaner.

Avoid: Steam mops, scrubbing, abrasive cleaners, soaps, paste waxes, or solvents.

Desks, Chairs, Tables, Wardrobes, Shelves, Lamps, Doors and Skirting Boards can be made of Wood.



Wood: Not all wood is the same. It can be oiled, painted, polished or some other type of specialty wood. As a result the client is likely to have a unique product to suit the type of wood surface. Certain furniture oils work best on specific woods. Lemon Oil works best on light woods, like maple or light oak. Red Oil beautifies cherry wood. Old English Oil gives a rich glow to mahogany. Liquid Gold can be used with wonderful results on all wood. Most wood surfaces are vulnerable to vinegar, which is acidic enough to dissolve the glue holding the pieces of wood together and cause the surface to crack along its glue joints. Apart from polishing wooden furniture you can use a damp cloth and then thoroughly dry and buff which gives a good result.

Avoid: Acids like vinegar or lemon, abrasives, detergents, bleach, ammonia, methylated spirits or steam mop. Don't use souring pads or any abrasive cleaners, as they will scratch the timber.

Terms & Conditions of Registration

For the purposes of these Terms and Conditions of Registration:

A. "The Agency" means Absolute Domestic Cleaning Pty Ltd ABN 79 608 263 583, Clean Homes Pty Ltd ABN 82 169 398 323 and any other entity to which the Agency otherwise assigns its rights;

B. "Client" means any person or persons for whom the Agency has allocated a Domestic Cleaning Contractor within the last twelve (12) months regardless of how they are introduced to the Agency; and

C. "Placement Fee" means the commission or fee payable by a Client of the Agency to the Agency for its placement service, which placement fee may be varied by the Agency from time to time on the giving of no less than two (2) weeks' notice.

I am submitting my application to be registered as an independent contractor, sole-trader or enterprise to provide services as a cleaner in my own name, or under a trade, business or firm name: "Independent Domestic Cleaning Contractor".

By submitting my application to be registered as an Independent Domestic Cleaning Contractor, I confirm my agreement to the terms and conditions of the Agency's privacy policy and to Absolute Domestic Terms and Conditions of Registration:

1. I represent and warrant to the Agency that:
 - a. I am honest, trustworthy, reliable, dependable and physically capable of carrying out the duties of a Domestic Cleaning Contractor for Clients and shall conduct myself at all times in such a manner in the performance of services for Clients and in my dealings with the Agency;
 - b. I have never been charged with or convicted of any criminal offence that has not otherwise fully been disclosed by me to the Agency and I am not aware of any circumstances that are likely to lead to me being charged with or convicted of a criminal offence;
 - c. I have never been discharged or terminated by any principal, employer or customer for matters relating to fraud, dishonesty or stealing or behavior involving moral turpitude;
 - d. The Agency is a referral agency that connects Independent Domestic Cleaning Contractors to its Clients;
 - e. The Agency has made no promises or guarantees that placements with Clients will be offered to me or about the frequency of any placements offered and accepted by me;
 - f. I acknowledge that, if I accept a placement with a Client, my services will be hired directly by that Client to provide services for that Client;
 - g. I acknowledge that I am not hired by the Agency;
 - h. I acknowledge that I am not providing any services or work to or for the Agency and I am not a worker of the Agency. These Terms and Conditions

- do not impose any obligation on me to perform work for the Agency or to provide services to or for the Agency;
- i. I acknowledge that, if I accept a placement with a Client, the Client pays for the services that are provided by my independent enterprise / business;
- j. I acknowledge that I do not receive any payment from the Agency for my services;
- k. I am an Independent Domestic Cleaning Contractor and I assume all risk related to placements carried out under these Terms and Conditions.
- l. I acknowledge there is no relationship of employer and employee between the Agency and me, and I am not entitled to any employee entitlements / worker entitlements whatsoever from the Agency or under these Terms and Conditions. If any decision or judgment or the like ever determined that I was entitled to any employee entitlements / worker entitlements, those will be set-off against the fees Clients have paid to my independent enterprise / business;
- m. I acknowledge that, if I accept a placement with a Client, my services are provided to that Client and paid for by that Client ;
- n. I am responsible to effect and maintain my own licenses and insurances that are required by law or the Agency to effect and maintain and to provide my own equipment and cleaning products when I provide services to Clients as an Independent Domestic Cleaning Contractor. I acknowledge that is the case even though the Agency may maintain its own public liability policy;
- o. I am responsible for all taxation, superannuation, GST and other obligations arising from the provision of services under these Terms and Conditions;
- p. I must provide my own equipment and materials, or I may agree with a Client who has hired my services to use their equipment and materials. While the Agency may provide information to me about equipment, materials and methods, these are not instructions, or directions, or requirements, and this is merely information sharing by the Agency on behalf of the Agency's Clients;
- q. I may decline to accept any placement with a Client offered to me by the Agency at my discretion;
- r. I understand my registration by the Agency will not establish a labour-hire arrangement;

- s. I understand the Agency is not lending or hiring my services to Clients, and I am not a labour-hire worker;
- t. I understand the Clients are not hiring or engaging my services through Absolute Domestics. If I enter into an arrangement to provide services to a Client, this is a separate arrangement between the Client and me;
- u. The Agency may remove me from its register of Approved Independent Domestic Cleaning Contractors at any time at its sole discretion;
- v. I acknowledge the Agency is relying on the representations, warranties and acknowledgements provided by me in these Terms and Conditions. I have been completely honest and truthful in providing these representations, warranties and acknowledgements. I will diligently and promptly keep the Agency informed of any fact or circumstance that may result in one or more of the representations, warranties and / or acknowledgements provided by me in these Terms and Conditions no longer being accurate;
- w. I agree to indemnify the Agency for any loss or damage it suffers or incurs of any kind arising from the Agency relying on any one or more of the representations, warranties and / or acknowledgements provided by me in these Terms and Conditions, and I agree to indemnify the Agency for any loss or damage it suffers or incurs of any kind arising from my dishonesty, misrepresentation, deceit, or other act or omission by me in relation to the representations, warranties and / or acknowledgements provided by me in these Terms and Conditions.
- x. I agree to indemnify the Agency for any loss or damage it suffers or incurs of any kind arising from any defective work that I perform for any of its Clients;
- y. In performing services for or around a person with a disability I will only engage in limited incidental functional contact / communication with that person to the extent necessary to perform the services. I will not physically touch that person. I will not build rapport with that person. I will not attempt to get to know that person. I will not perform anything other than domestic cleaning services for that person; and
- z. In performing services as an Independent Domestic Cleaning Contractor I will comply with the law, including for example laws prohibiting unlawful discrimination, bullying, harassment, sexual harassment, victimization and vilification.

2. I shall carry out my duties as an Independent Domestic Cleaning Contractor in accordance with instructions given to me by each Client of the Agency for whom I work and each Client will pay me for the services that I provide to the Client.
3. If directed to do so by the Agency, I will collect from each Client, and pay to the Agency (or as directed by the Agency) the Client's Placement Fee within seven (7) days of collection of the Placement Fee.
4. The Agency and the Client have an agreed rate of fees for cleaning services (which may be amended between the Agency and the Client from time to time) and I will not charge in excess of those fees. I will provide each Client with a receipt for the services that are provided by my independent enterprise / business.
5. The Agency is not responsible or liable for the payment of my fees. To the extent permitted by law, the Agency is not responsible for any loss or injury of any nature whatsoever that I may suffer or incur whilst I am working as an Independent Domestic Cleaning Contractor for a Client of the Agency.
6. I am responsible for ensuring the quality of my work and I undertake to immediately and properly rectify, at my own expense, any substandard work for which I am paid by a Client. If I do not do so or the Client or the Agency otherwise requires, then the Agency can engage another contractor to do so and charge me the cost of rectification of that substandard work.
7. I will pay to the Agency the excess on any insurance claim caused by me and which I am entitled to have admitted under the Agency's Public Liability Policy where I am covered as a registered Independent Domestic Cleaning Contractor of the Agency.
8. I will immediately return to the Agency any property belonging to the Agency, including any badges, business cards and Clients' keys in my possession if I cease providing services to Clients of the Agency or if my name is removed for any reason from the Agency's Register of Approved Independent Domestic Cleaning Contractors.
9. If I cease providing services to the Agency's Clients or if my name is removed from the Agency's Register of Approved Independent Domestic Cleaning Contractors for any reason, I will not for a period of twelve (12) months from that date accept any work from any Client of the Agency for whom I have previously provided services.
10. Whilst I am registered as an Approved Independent Domestic Cleaning Contractor with the Agency:
 - a. I will not accept any work from a Client of the Agency that excludes (or where I do not receive) payment of the Placement Fee; and
 - b. I will immediately report to the Agency all referrals that I receive from Clients of the Agency.

11. I will not at any time during my registration with the Agency, or if my name is removed from the Agency's Register of Approved Independent Domestic Cleaning Contractors for any reason, do or say anything that disrupts, interferes with, threatens or brings to an end the business relationship between the Agency and any of its Clients or that would bring the name and / or reputation of the Agency into disrepute or which may cause any damage to the Agency.

12. If I breach paragraphs 9, 10 and / or 11, I agree to pay the Agency within seven (7) days an amount equal to one (1) year's Placement Fees for each instance of a breach based on the assumption that a Client will be serviced by me once each week for a minimum of one (1) year, which I acknowledge is a reasonable assessment of the loss which will be sustained by the Agency as a result of my breach.

13. I will not permit any person whatsoever who is not registered with the Agency to enter a Client's property without the prior knowledge and consent of both the Client and the Agency. I may engage other persons to provide the services to the Client with the consent of the Client, providing each person has successfully completed the Agency's application process included a police clearance. If I engage others to provide the services to the Client, I will still be responsible for the performance of the services, as though I had performed the services myself. I will also ensure that the person performing the services agrees to be bound by these Terms and Conditions of Registration and I indemnify the Agency against any claims which may be brought against it in relation to the services or by the person performing the services. I will be wholly responsible for all employee entitlements / worker entitlements in relation to any person that I engage to provide services to the Client.

14. I consent to my name, phone number, referee comments and work history notes kept by the Agency being given by the Agency to any of its Clients (including potential Clients) as the basis of their recommendation that a Client use my services as an Approved Independent Domestic Cleaning Contractor and I expressly waive any rights which I may have in relation to that information.

15. I authorise the Agency to scan and retain on file, any relevant documents that may prove my identity and or work rights and to obtain and keep information about me from my referees, employers, credit reporting agencies and any other person or organisation who may have knowledge or information concerning my general honesty, reliability, trustworthiness and my capability as an Independent Domestic Cleaning Contractor.

16. I shall maintain at all times the security, confidentiality and privacy of each Client of the Agency for whom I perform the services and also all communications and dealings I have with the Agency.

17. I am solely responsible for the security of a Client's access to their premises, including keys, access cards or remotes whilst they are in my possession and I will not give the keys, access cards or remotes to any other person or have additional copies of those keys, access cards or remotes made or mark or label them in any manner that would permit the Client or their premises to be identified if the keys, access cards or remotes are lost by me. Any security code that I may be given to access Client's premises is to be kept by me with absolute confidentiality and I must not provide or disclose that security code to any other person.

18. I will immediately return a Client's keys, access cards or remotes on request from either the Client or the Agency. If any security code is written down, I will also destroy it on request.

19. If I breach Condition 17 and / or 18, the Agency may use my personal information, as it deems necessary, to facilitate or to cause the return of the Client's keys, access cards or remotes or to protect the security of the Client's property. I also agree to be responsible for any claim that is made by the Client for their costs to replace any locks, access cards or remotes or to reprogram any security device or codes arising from my losing the keys, access cards, remotes or the security code.

20. If I fail to pay any Placement Fees to the Agency, I agree to pay the Agency within seven (7) days an amount equal to the unpaid Placement fee plus the Agency's costs and expenses incurred in exercising, protecting or recovering Placement Fees or any other costs and expenses in connection with my registration. I further agree to pay ten percent (10) % interest on any of the above outstanding amounts from the date on which they are due to the date on which they are paid to the Agency.

21. I will provide a Police Clearance if requested and if I do not provide one I authorise the Agency to apply for and obtain one at my expense.

22. I agree to indemnify the Agency for any loss or damage it suffers or incurs of any kind arising from any defective work that I perform for a Client or for any other loss or damage that the Agency may otherwise suffer or incur if I do any act or thing that brings the name of Absolute Domestic or the Agency into disrepute.

23. The Agency will not refer my services to its Clients if I breach these Terms and Conditions or if any of the representations or warranties I made in clause 1 are incorrect at the time of signing or if they subsequently become incorrect. I acknowledge that I have a positive obligation to immediately advise the Agency if I become aware that any of those representations or warranties ceases to be true and correct at any time.

24. I acknowledge that in some circumstances a Client may wish to receive an invoice directly from the Agency. In that event, I will provide sufficient details (as requested by the Agency) to the Agency to enable the Agency to prepare an Invoice to the Client. I will also provide an Invoice to the Agency for the services provided (absent the Placement Fee) and acknowledge that the

Agency will pay me for those services (and it is only responsible to pay me for those services) following receipt of payment of the invoice from the Client. These Clients may include State and National agencies who provide support services for people with disabilities, injuries, illness and the aged. I acknowledge the Agency may contact each person to verify that I have provided the service as claimed before any payment is made to me. If I have been dishonest in claiming services that have not been performed my registration with the Agency may be cancelled immediately.

25. I acknowledge that the Agency may appoint other parties to undertake some or all of its obligations or duties under these terms and conditions, including through the appointment of agents who may be authorised to act on behalf of the Agency.

26. If I cease providing services to the Agency's Clients or if my name is removed from the Agency's Register of Approved Independent Domestic Cleaning Contractors for any reason, the contract between the Agency and myself ends immediately subject to these Terms and Conditions.

Absolute Domestics / the Agency respects your privacy. Refer to our Privacy Policy Statement at www.absolutedomestics.com.au/privacy and our Collection Notification Statement. In addition, you consent to our collection of Personal Information, including Sensitive Personal information, which is reasonably necessary for or directly related to the functions / activities of the Agency, including information about citizenship, immigration, visas and criminal records, and identifying information such as information / photographs on your drivers licence and passport. We use information collected from you as set out in our Privacy Policy, and to consider your application to be registered as an Independent Domestic Cleaning Contractor, in the registration process, to introduce you to our Clients / potential clients, and to manage, improve and expand our relationship with you and our Clients.

USEFUL CONTACTS AND NUMBERS

ABN

 <https://www.abr.gov.au/>

TAX

 www.ato.gov.au

 **132 866** – general business enquiries about most small business matters

 **132 861** – personal tax enquiries

POISONS INFORMATION

 **131 126** – Available 24hrs a day anywhere in Australia

TRANSPORT

 www.googlemaps.com

 www.whereis.com

 www.translink.com