



Feedback and Complaints: carolyn.manager@cccghm.com
 Email Booking forms / enquiries: bookings@cccghm.com

Fully Insured
 ABN: 48626544723

Service Agreement for individual funding arrangements

This agreement is made between CCCGHM and the participant mentioned below in the National Disability Insurance Scheme. **Please note** the prices in this document are at the time of booking but CCCGHM prices will increase in line with NDIS maximums.

Participants Details:

Name:	
Address:	
Phone No:	
Participant's Email Address:	
NDIS No:	
Date of Birth:	
Plan Dates: Please attach plan if possible	To
Plan Manager's Details: (Name and email address) We need this information, so we know where to send your invoices	Name: Email Address:
Support Coordinator details (if you have one)	

Provider Details:

Company Details:	Carolyn's Crazy Cleaning, Gardening and Home Maintenance Pty Ltd ABN:48626544723
Address:	PO Box 166 Eden NSW 2551
Phone No:	0409 450 104
Email:	bookings@cccghm.com

General Cleaning - \$58.03 per hour (Support item no. 01_020_0120__1_1)

We have a full range of domestic cleaning services, these are available as a one off, daily, weekly, fortnightly, or monthly (every 4 weeks) basis.

Jobs that are considered a general clean are as follows:

- Kitchen cleaning - bench tops, wipe under everything on benches and items, inside/outside microwave, sink and sink plug holes, surface clean of stove top and splashback, spot clean front of cupboards, floors
- Bathroom cleaning – shower, bath, basin, mirrors, wipe over any shelves, spot clean tiles, clean/shine taps and spouts, bleach/clean plug hole in sinks, floors
- Toilet – inside/outside and behind toilet, floors
- Laundry – wipe over sink, wipe over washing machine, floors
- General areas - vacuuming all carpeted areas, mopping all hard floors, light dusting which can include wipe over window seals, wipe general fingerprints off light switches
- Strip and remake beds (extra cost, per visit charged at ½ hour NDIS rate)
- Hang out washing or fold washing (extra cost, per visit charged at ½ hour NDIS rate)

NOTE:

- Cleaners are to be provided with a mop, mop bucket and vacuum due to our allergy and hygiene policy. All other chemicals are supplied unless client prefers something other than what the cleaner has. In this case, the client is to provide. (We recommend tasselled mops for a better result)
- Cleaners will not deal with bodily fluids that put them at risk and are against OH&S
- Other services we provide, however, these are higher than the NDIS price guide. Please talk to your support coordinator for approval. These include Spring/Deep Clean, Carpet Cleaning, Tile Cleaning, Window Cleaning, Mattress Cleaning, Declutter Service

Gardening - \$56.98 per hour (Support item no. 01_019_0120__1_1)

We have a full range of gardening services, which are available as a one-off service or weekly, fortnightly or monthly (every 4 weeks) basis. Our service will leave your lawn and edging, even around trees and shrubs, looking clean and tidy.

General Gardening Services include:

- Mowing front and back yard
- Whipper snipping front and/or back yard
- Minor weeding
- Edging front and back yard
- General tidy of leaves front and back yard
- General tidy front and back yard

NOTE:

- All dog poo and rubbish **MUST** be picked up before service, or **1 hour** will be charged and the gardening will not go ahead.
- Other services we provide, however, these are higher than the NDIS price guide. Please talk to your support coordinator for approval. These include Specialised Gardening, Poisoning/Weed Control, Tree Lopping, Green Waste Removal **ONLY**, Gutter Cleaning, High Pressure Washing
- If you choose for us to take green waste away, it's charged at **1 hour** NDIS rate. If you do not want us to take green waste away, please make sure to instruct in the section on the Job Sheet.

Home Maintenance / General Repairs (Not available in the Illawarra yet) – per quotation

- There are other services we can provide, however, please talk to your support coordinator for approval. These include Rubbish Removal Service, Painting Service, Pest Control, Flat Pack Building Service, Plumbing Service, Electrical Service

✓ **Half an hour per visit (for a service) for travel **WILL** be charged to client's plan**

Please Read Carefully:

Prior to the expiration of this agreement, please let CCGHM know, with written advice, if you **do not** wish to continue services, otherwise, we will continue services as booked. We do still require you to fill out a new service agreement or send us an email advising us to take this as your digital signature for the next plan, with your new plan dates and any changes e.g. new Plan Managers, numbers etc. Failure to do so, may mean NDIS can't pay the service, which means you (the participant) will have to pay out of your pocket.

CCCGHM commitment to Participant:

- Our team is dedicated to providing our clients with the best services. We strive to keep the lines of communication open and to promptly respond to ensure client's needs are met as quickly as possible
- Strive to have a consistent staff member provide the services required, however, this is not always possible and, on some occasions, staff may differ. CCCGHM admin staff will notify and seek approval from you for any changes as soon as possible and prior to a different staff member entering the premises or performing services
- Please note that while we pride ourselves on punctuality, staff maybe earlier or later due to another job or traffic conditions, so please allow half an hour leeway each way
- All staff have obtained police checks and/or Working with Vulnerable People (WWVP) card prior to commencing work and are kept up to date
- Listen to your feedback and questions and resolve problems quickly
- Protect your privacy and confidential information and will treat you with courtesy and respect
- Provide services that are reasonable and necessary as specified in your NDIS plan
- If there are changes to terms and conditions or rates (which do change in line with the NDIS maximums each review), we will advise you of any changes via email (please respond promptly)
- Keep and provide clear records of services provided to you, which will also show on invoices sent via email to selected client email address/es (e.g. secondary contact – Plan Manager)
- Always have our insurances in place and up to date

Participant Agrees to:

- Report any errors, inconsistencies or concerns about the support provided (complaints about the standard of services to be made within **8 hours** of a service being delivered and pictures of the issues attached)
- Follow the approved guidelines of the funding and work with provider to make sure that the services and supports delivered meet support needs
- Treat service provider with courtesy and respect and comply with safe working practices
- Report any changes to my NDIS plan or contact details within **24 hours**
- Will give required **24hrs notice** on cancellations or my plan will be charged **1 hour** for the service.
- Give **two weeks notice** should I wish to cease this agreement
- Will not request providers/staff to provide services outside the agreement and listed jobs on job sheets unless discussed with support coordinator and CCCGHM
- I am aware that if staff turn up to perform a service, and they are turned away or can't get access, **1 hour WILL** be charged
- I am aware that CCCGHM prices will increase in line with NDIS maximums.
- I understand with gardening services, that I must have all dog poo and rubbish picked up before gardeners come, or I will be charged **1 hour**, and the gardening will not go ahead.
- I understand that cleaners will not deal with bodily fluids that put them at risk and are against OH&S

Terms And Conditions Of Service:

Bookings and rostering

- For all bookings, booking enquiries and forms, please send email to bookings@cccghm.com and we will respond as soon as possible. Alternately, find all our booking forms on our website, www.cccghm.com
- Your email address is added to our roster system (Outlook). This will mean that you will get an email inviting you to your booking. Once you accept, it should go into your device calendar. **Please note: DO NOT make any changes to this and please still advise us of anything, as you may accidentally delete or make changes without us knowing on your end but not ours... This is VERY important.** Please make sure if something needs to be actioned, it is done via email.
- For Gardening, if we have a rainy day, we will make the change on the roster to when we will make up for it. You will automatically get an update invite to that particular service, which again you can except and it will change in your calendar. If you see that particular day does not suit, please let us know asap. Please keep in mind with the gardening that you do not have to be home for them, as long as there is a plan as to how they can gain access.
- Any complaints about a service **MUST** be made within **8 hours** of a service that was delivered with pictures of the issues attached as proof. (Steps required for outcome) Clients need to understand there is a process to any complaint and that a complaint will not always come with a discount to a service. Please send any complaints and concerns to carolyn.manager@cccghm.com
- If a staff member is concerned about something that they need to let CCCGHM administration know while providing the service, they may be required to take pictures and send to the office for further proof and information for review.
- All services have a **2 hour minimum** charge unless discussed with CCCGHM manager and agreed upon
- Staff will **NOT** hold keys. We suggest getting a lock box which can be purchased from Bunnings and giving us the combination to use each visit.
- Cleaners are to be provided with a mop, mop bucket and vacuum due to our allergy and hygiene policy. All other chemicals supplied unless client prefers something other than what cleaner has. In this case client is to provide. (We recommend tasselled mops for a better result) I further understand that the cleaner will take no responsibility if the items break or blows up and it will be up to the client to replace the item before the next booked clean. I understand the cleaner will take care of items to the best of their ability

Please Tick One Of The Following, For Each Question:

- 1) I approve of photos being taken for media purposes (Facebook / website)
- 2) I understand staff may take photos if needed and they will be sent to office
- 3) I understand if two staff arrive on a job, if I am booked for 3 hours, staff will be there for 1.5 hours, but my invoice will show 3 hours
- 4) I understand that I must provide the cleaners with a mop, bucket and vacuum due to our allergy and hygiene policy. I further understand that the cleaner will take no responsibility if the items break or blow up and it will be up to me to replace the item before the next booked clean. I do understand the cleaner will take care of items to the best of their ability

Agreement signatures:

All parties agree to the terms and conditions of this agreement. The client and the provider should each keep a copy of the signed document.

Declaration:

I sign this form willingly and understand and agree to the terms of this agreement, I agree that my NDIS plan does have the services above approved and are part of my plan.

OR

This agreement has been explained to the person receiving the services and they agree willingly to all above and agree that the services being provided is part of their NDIS plan.

Signature Of
below)

(If nominee – please put your relationship to the participant

Relationship to participant:

Name:

Signature:

Please accept this as my digital signature

Date:

Signature Of Service Provider:

Date: 17/03/2022

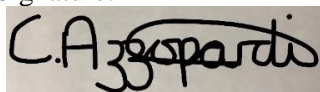
Name: Carolyn's Crazy Cleaning, Gardening And Home Maintenance Pty Ltd
(Carolyn Azzopardi)

Position: Owner, Operator and Director

Ph. 0409 450 104

ABN: 48626544723

Signature:



Please make sure to fill out the job sheet/s of the service you are requiring whether it be both below or just one. Please fill these out with as much information as possible, because the more information we have the better we can deliver your service. Please also put here an estimated time limit (e.g. 3 hours)

General Cleaning Client Job Sheet

Client Name:	
Client Address:	
Client Phone Number: If you add number here, you are giving permission for staff to have number	
Date, Time Booked, Estimated Time Needed To Complete Service	Day: _____ Estimated Length Of Time: _____ Time: _____
Staff Member On Job:	Office Use Only
Service Frequency:	
<p><u>General Cleaning Duties:</u></p> <p>These are the tasks that are included in general cleaning. Please tick what you would like done during your service every visit</p> <p>Please <u>DO NOT</u> leave cleaners a note with extra tasks to be performed or with tasks that are in a different category to what you are paying for or you <u>WILL</u> be charged at the higher amount</p> <p><u>WE DO NOT DO:</u> washing dishes, loads of washing, put washing away in cupboards, move heavy furniture, pick up/clean dog or cat faeces or clean up bodily fluids of any kind.</p> <p>We do not do these for one of the following reasons: OH&S, privacy, cross contamination, use of different machinery</p>	<p>Kitchen</p> <p>Wipe over benches</p> <p>Wipe under everything on benches and items on benches for grease and dust</p> <p>Clean inside and outside of microwave</p> <p>Surface clean on stove top and splash back</p> <p>Sink and sink plug holes</p> <p>Spot clean cupboards</p> <p>Floors</p> <p>Bathroom – How many bathrooms</p> <p>Shower inside and outside</p> <p>Bath</p> <p>Basin</p> <p>Mirrors</p> <p>Wipe over any shelves and spot clean tiles</p> <p>Clean and shine taps and spouts</p>

	<p>Bleach/clean plug hole in sinks</p> <p>Floors</p> <p><input type="checkbox"/> Toilet</p> <p>Inside/outside and behind toilet</p> <p>floors</p> <p>Laundry</p> <p>Wipe over sink</p> <p>Wipe over washing machine</p> <p>Floors</p> <p>General Areas</p> <p>Vacuuming carpeted areas</p> <p>Mopping hard floor areas</p> <p>Light dusting (can include wipe over window seals)</p> <p>Wipe fingerprints off light switches</p> <p><input type="checkbox"/> Extras you may want (see price list) Extra cost:</p> <p>Hang out washing/fold washing</p> <p>Strip and remake beds – sheets need to be left on bed for staff</p>
<p>How Will Staff Get Access? All alarm codes, hidden keys information, lock box codes here (We highly recommend getting a lock box fitted for our staff to use and put back as our staff will not hold client keys. We can organise our maintenance man to install for you at a small fee)</p>	<p>Additional information (location of key/required codes):</p>
<p><u>Notes:</u> Any need-to-know notes e.g., Pet requirements, septic tanks, ladder needed</p>	

General Gardening Client Job Sheet

Client Name:	
Client Address:	
Client Phone Number: If you add number here, you are giving permission for staff to have number	
Staff Member On Job:	Office Use Only
<u>High Season</u> (September – February) Day Booked Frequency Estimate Of How Long Please estimate how long we need to do your gardening	
<u>Low Season</u> (March – August) Day Booked Frequency Estimate Of How Long Please estimate how long we need to do your gardening	
Regular Duties: Please do not ask for extras to be done unless it has been passed through admin	Mowing front and back yard Whipper snipping front and/or back yard Minor weeding -Where? Edging front and back yard General tidy of leaves front and back yard General tidy front and back yard

Green Waste Removal	Additional information
Notes: Pet requirements, septic tanks, Access into front/back yard, ladder needed	

Please save a copy of this form and email it to bookings@cccghm.com