H&H Care SA Pty Ltd	Form29. Domestic Assistance Meals and Gardening Australian Government Support at Home Program	
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Policy and procedure 29

H&H Care SA Pty Ltd | Support at Home services

This policy guides safe household assistance, meal support and routine gardening that help clients live comfortably at home. Work must follow the client's preferences, assessed needs and authorised task plan, with clear safety limits and timely referral where specialist help is needed.

Document control	Details
Policy number	HH SAH DOMESTIC 029
Version and status	1.0 — Draft for Director approval
Prepared	24 October 2026
Approved by	Director: Huy Le
Effective date	24 October 2026
Review due	12 months after approval or earlier following change or incident
Applies to	Workers, coordinators and approved personnel providing household, meal or garden assistance

1 Purpose and scope

Support a clean, safe and usable home, access to suitable meals and safe garden access while preserving choice, independence and dignity. Tasks may include agreed routine cleaning, laundry, shopping assistance, meal preparation or delivery support, and routine garden work.

This policy sets H&H service boundaries. Whether a task is fundable under Support at Home is a separate question requiring the current service list, assessed need and written authorisation. Do not assume every task below is funded or included in H&H's agreement with The Fig Trees.

2 Responsibilities

The Director approves scope, worker competence, contractors, equipment and applicable food or chemical requirements. Coordinators agree task priorities, time, supplies, costs and contingency arrangements with the client and The Fig Trees. Workers assess immediate safety, follow instructions, protect property and record actual work and exceptions.

The Clinical Lead RN and relevant allied health practitioners advise on nutrition, swallowing, infection risks, mobility and clinical concerns. Workers do not prescribe diets, change texture requirements or undertake clinical tasks under a domestic service allocation. The Fig Trees and H&H agree care coordination and incident contacts; each retains its own obligations.

3 Consent and respect

Ask before moving belongings, entering private areas, using products or discarding anything. Support the person to participate as they wish, without expecting unsafe physical effort. Respect culture, food preferences and household routines. A refusal or disagreement is addressed through explanation, alternatives and review, not coercion.

Assessment authorisation and task boundaries

4 Before services commence

Assess the home and agreed work areas with the client. Consider falls, clutter, pets, smoking, infection, pests, electricity, water, ventilation, food storage, manual handling and outdoor hazards. Confirm access, emergency contacts and safe storage for equipment and chemicals.

Agree a written task plan identifying rooms or garden areas, meal tasks, priorities, frequency, realistic time, products, equipment and what the client will do. Identify essential tasks and who to contact if they cannot be completed. Do not quietly expand the service to meet requests outside the plan.

For Fig Trees clients, obtain a written service request and approved fee arrangements. Confirm current Support at Home inclusions and exclusions before quoting. Do not independently promise payment for groceries, ingredients, cleaning materials, equipment, waste disposal or contractor services. Explain agreed client purchases and any authorised charges before work.

5 Routine and specialist work

Work type	H&H boundary
Routine household work	Agreed accessible cleaning, laundry, bed linen, dishes and household support using approved equipment and safe techniques.
Meal support	Authorised shopping, preparation, serving, storage or delivery support consistent with the food and clinical plan. Feeding assistance requires the relevant plan and competence.
Routine garden work	Agreed ground-level tasks such as light weeding, watering, sweeping and approved mowing or trimming by trained workers with suitable equipment.
Specialist or higher risk work	No routine worker undertaking of roof or gutter work, work at height, chainsaws, tree felling, electrical or plumbing repairs, major landscaping, pest treatment, hazardous waste removal or industrial cleaning. Refer for separate assessment and approved competent providers.

This policy also excludes routine workers from asbestos disturbance, significant mould remediation, sharps collection without a specific procedure, heavy furniture relocation and work around unsafe structures. These are organisational limits, not a statement that all such services are excluded from every funding program.

6 Changing or refusing a task

Pause an unsafe task and make the immediate area safe if possible. Tell the client and coordinator what prevents completion, what remains urgent and what alternative is needed. Obtain approval before substituting a materially different task or charging extra. Do not leave an essential food, hygiene or access need unresolved without escalation.

Safe domestic assistance

7 Starting the visit

Confirm the client is safe and willing to proceed, check current priorities and scan for changed hazards. Follow hand hygiene and infection precautions. Use suitable gloves or other PPE for the task and remove or change them between dirty work and food handling. Gloves do not replace handwashing.

Check equipment and leads before use. Do not use damaged electrical equipment, overloaded outlets or equipment in wet conditions contrary to instructions. Keep leads and hoses out of walkways. Ask the client to remain clear of wet floors or powered equipment and provide a safe route through the home.

8 Cleaning and laundry

Work from cleaner to dirtier areas using separate cloths and equipment for toilets and food surfaces. Follow product instructions for dilution, application and contact time. Clean first and disinfect where indicated by the infection plan or task; routine cleaning does not require indiscriminate disinfectant use.

Avoid spreading dust, contaminated water or bodily fluids. Follow Policy 13 for spills and contaminated laundry. Do not shake soiled linen. Carry and wash it according to the assessed plan, protect worker clothing and clean equipment afterwards. Report sharps, infestation or contamination needing specialist management.

Use safe reach and lifting techniques under Policies 14 and 17. Do not stand on chairs or improvise access equipment. H&H routine domestic work is undertaken from ground level; any separate access equipment task requires an approved risk assessment and competence. Split loads and use aids rather than lifting heavy baskets or moving furniture alone.

9 Chemical safety

Use only approved, labelled products and have current safety data information available where required. Keep products in their original labelled containers or approved correctly labelled containers; never use drink bottles. Never mix cleaning products, particularly bleach with acids, toilet cleaners or ammonia-based products.

Provide ventilation, follow PPE instructions and prevent client or pet exposure. Do not use an unknown, decanted or unlabelled household chemical. Keep chemicals away from food and medicines and store them safely with the client’s agreement. Use the prescribed spill or exposure response; call 000 for serious illness or injury.

10 Completion

Leave floors safe, equipment unplugged or stored as appropriate, surfaces usable and essential items within reach. Restore belongings to agreed locations, secure the home as authorised and report damage honestly. Record unfinished tasks, reasons and follow up. Do not discard property or rearrange a home merely for worker convenience.

Meal planning preparation and personal needs

11 Meal support assessment

Confirm allergies, intolerances, cultural and religious requirements, preferences, appetite, food access, ability to cook, refrigeration and assistance needed. Obtain current written instructions for prescribed textures, fluid thickness, swallowing precautions, therapeutic diets and fluid restrictions. Apply Policy 23 and seek clinical clarification before preparing an unsuitable meal.

Workers do not prescribe a diabetic, renal, low-salt or weight-loss diet. Follow the individual clinician or dietitian plan and support choice. Do not substitute a texture or thickener on personal judgement. Enteral feeding requires Policy 25 and specific clinical authorisation.

12 Shopping and supplies

Agree the shopping list, budget, payment and receipts under Policy 16. Check packaging, use-by dates, allergens and storage instructions. Keep raw food separate from ready-to-eat items and transport chilled or frozen food promptly using appropriate insulated equipment. Record any unsafe temperature exposure and follow section 15.

Confirm substitutions with the client, including allergen and texture suitability. Do not buy food for other household members using client funds without clear authority. Report insufficient food, inability to pay, repeated spoiled food or possible financial abuse to the coordinator and RN as appropriate.

13 Hygiene and preparation

Workers with vomiting, diarrhoea or other symptoms that could contaminate food must not handle food; notify the coordinator and follow applicable exclusion and clearance requirements. Wash hands before food preparation and after raw food, waste, cleaning, toileting or glove removal. Cover wounds appropriately.

Use safe water, clean and sanitised food-contact equipment, separate raw and ready-to-eat foods and suitable thawing methods such as refrigeration. Do not thaw high-risk food on the bench. Check allergens from labels and recipes each time and prevent cross-contact through hands, utensils, boards and storage. Never remove a visible allergen and assume the remaining food is safe.

Cook to an approved safe time and temperature using a clean probe thermometer. H&H's routine standard is at least 75°C in the centre for poultry, minced or rolled meat and reheated leftovers unless an approved validated procedure specifies otherwise. Follow stricter product or clinical instructions. Stir or rotate microwave food and check for cold spots.

14 Serving and support

Serve the correct meal and texture at a comfortable safe eating temperature. Provide the agreed positioning, utensils and supervision. Do not leave a person with food where assistance or supervision is required. Respect refusal and report poor intake or swallowing concerns; choking or severe allergic reaction requires the emergency plan and 000.

Food storage delivery and regulatory safeguards

15 Temperature control

Keep potentially hazardous food at 5°C or colder, or 60°C or hotter when hot-held, unless an approved safe time-based control applies. Use a suitable thermometer; appearance or smell does not establish safety. Check storage instructions and document exceptions.

Control	Required practice
Cumulative time between 5°C and 60°C for refrigerated food	Less than 2 hours: use or refrigerate. From 2 to 4 hours: use immediately and do not re-refrigerate. H&H discards at 4 hours or more. Include preparation, transport and display time; discard if time or safety is uncertain.
Cooling cooked potentially hazardous food	Cool from 60°C to 21°C within 2 hours, then to 5°C within a further 4 hours. Use small shallow containers and verify the cooling process. This differs from the 2-hour/4-hour rule.
Reheating and hot holding	Reheat rapidly under the approved procedure. H&H uses 75°C in the centre for leftovers, then holds at 60°C or hotter if needed. Do not use a hot-holding appliance to slowly reheat cold food.
Storage and later use	Label contents, preparation date and time, storage and safe use or discard instructions. Apply product instructions and the approved food plan. Avoid repeated reheating.

Do not start batch cooking unless the visit duration, equipment and agreed follow-up allow safe cooling and storage to be verified. If the fridge fails or cooling limits cannot be met, isolate affected food, seek advice and discard unsafe food with consent; escalate refusal where it places the client at risk.

16 Delivered meals

Use an approved supplier and confirm meal identity, allergens, prescribed texture, packaging, dates, temperature controls and reheating instructions. Record receipt and problems. Do not leave temperature-sensitive meals at a door without an assessed safe arrangement. Notify the coordinator promptly if the client is absent, food is unsafe or the essential meal cannot be provided.

17 Food business requirements

Before H&H starts or changes a meal production, delivery or other food handling model, the Director must seek local council or SA Health advice on the actual activity. Confirm notification, food safety program, supervisor, training, record and audit requirements where applicable, including food supplied to vulnerable people. Record the advice and controls.

Do not assume that preparing food in a client home, operating on a small scale or using a subcontractor removes all food law obligations. Routine domestic support does not authorise a central meal production business. Confirm the supplier’s applicable compliance evidence and incident or recall arrangements.

Gardening weather hazards and service review

18 Plan garden tasks safely

Agree the exact work area, goal, tools, waste arrangements and boundaries before starting. Check slopes, holes, loose surfaces, trip hazards, cables, overhead lines, hidden objects, animals and insects. Keep clients, children, visitors and pets clear of the work zone. Check the home remains safely accessible.

Use sound equipment suitable for the task and manufacturer instructions. Inspect guards, handles, leads, batteries and fuel systems. Powered tools require specific training, PPE and approval; stop using damaged equipment. Switch off and isolate before clearing a blockage or changing parts. Do not refuel hot running equipment.

Use appropriate footwear, gloves, eye or hearing protection as indicated. Control dust and thrown debris. Follow product warnings for soil, mulch and potting mix, including avoiding inhalation, dampening dust where appropriate and using required respiratory protection. Wash hands before eating or drinking and protect cuts.

19 Weather chemicals and waste

Plan for heat, sun, hydration, rest and safe working hours. Postpone unsafe work during extreme heat, storms, high winds, fire danger or other conditions. Check official restrictions before powered equipment use. Do not proceed merely to finish the rostered time.

Routine H&H garden work does not include herbicide or pesticide application. Any separately proposed chemical application requires Director approval, applicable licensing or competence, safe product and environmental controls and client agreement. Do not use a client's unknown chemical or spray near people, animals, food or water.

Use safe loads and approved bins or disposal arrangements. Never burn waste, disturb suspected asbestos, collect unidentified sharps or remove hazardous material under a routine garden task. Report structural, tree, pest or contamination hazards for specialist assessment. Do not remove valued plants or change the garden without consent.

20 Escalation records and quality

Call 000 for serious injury, choking, severe allergic reaction or other emergency and provide first aid within training. Report food contamination, suspected foodborne illness, chemical exposure, injury, property damage, neglect concerns and near misses under the relevant incident or safeguarding policy. Preserve food packaging, batch details and records where safe and follow clinical or authority advice.

Record actual tasks, client participation, food prepared and stored, required temperatures, expenses, hazards, unfinished essentials and who accepted follow up. Inform the coordinator if needs exceed the task plan. Do not leave an essential food or hygiene need unresolved by an unanswered message.

The coordinator reassesses after changed needs, hazards, equipment or incidents. At least quarterly the Director samples task records, food controls, worker competence, complaints and missed work, with corrective actions under Policy 18.

Household meals and garden task plan

DOMESTIC F01 | Complete with the client. Attach clinical meal instructions and home risk assessment as relevant.

Client identifiers language and communication: _____

Goals preferences routines consent and participation: _____

Fig Trees service authorisation reference and approved charges: _____

Visit frequency duration priority tasks and essential minimum support: _____

Rooms surfaces laundry tasks and areas not to enter: _____

Approved cleaning products equipment PPE and storage: _____

Home hazards controls pets access and waste: _____

Meal preferences allergies intolerances and cross-contact controls: _____

Diet texture fluid thickness swallowing plan clinician and version: _____

Shopping budget payment receipts ingredients and supplies responsibility: _____

Meals quantities serving assistance storage and reheating plan: _____

Fridge cooking cooling and monitoring arrangements: _____

Food delivery supplier receipt and absent-client contingency: _____

Garden work area exact tasks tools competence and PPE: _____

Weather soil dust manual handling and work zone controls: _____

Garden waste and disposal agreement: _____

Tasks excluded or needing specialist referral: _____

If client refuses task or essential work cannot be completed: _____

Daytime contact backup and emergency arrangements: _____

Client participation and agreed information sharing: _____

Assessor coordinator approval signature date: _____

Clinical or specialist advice reference where required: _____

Review date and earlier triggers: _____

Pre-task safety check

DOMESTIC F02 | Record at each visit in the approved care record.

Confirm consent and priorities; check changed hazards; verify safe equipment, products and PPE; confirm food instructions and allergies; assess outdoor conditions; agree a safe alternative if required. Record any failed check, task stopped and person notified.

Task and food safety record

DOMESTIC F03 | Complete actual details and add pages where needed.

Client date worker and service times: _____

Authorised tasks completed and client participation: _____

Tasks declined incomplete or substituted and reason: _____

Hazards equipment faults chemical issues damage and action: _____

Shopping purchases costs receipts and client money reconciliation: _____

Meals prepared delivered served or stored and allergy texture checks: _____

Food or batch and control	Time	Actual temperature or observation	Action and worker
Receipt / fridge check	_____	_____	_____
Cooking / reheating	_____	_____	_____
Cooling start / 21°C check	_____	_____	_____
Cooling 5°C check	_____	_____	_____
Storage / label / discard	_____	_____	_____

Record each required cooling check with its actual time and temperature. Add rows or a separate batch log. For time control, record cumulative time between 5°C and 60°C and the use or discard decision. Do not enter the target as if it were a measurement.

Client wellbeing intake concerns or other changes reported: _____

Essential needs outstanding and safe contingency: _____

Person contacted time advice and follow up accepted by: _____

Client feedback worker signature and incident reference if needed: _____

21 Related policies and references

Read with Policies 1 to 28, especially consent, assessment, care planning, records, incidents, infection prevention, mobility, workforce, conduct, WHS and nutrition. Sources checked 24 October 2026. Apply current instructions and requirements for the actual service model.

- Department of Health Disability and Ageing — Support at Home service list. https://www.health.gov.au/resources/publications/support-at-home-service-list
- FSANZ — Food safety basics; processing food safely. https://www.foodstandards.gov.au/consumer/prevention-of-foodborne-illness/food-safety-basics | https://www.foodstandards.gov.au/business/food-safety/processing-food-safely
- FSANZ — 2-hour/4-hour rule; cooling and reheating food. https://www.foodstandards.gov.au/business/food-safety/2-hour-4-hour-rule | https://www.foodstandards.gov.au/business/food-safety/cooling-and-reheating-food
- SA Government — Food business notification. https://www.sa.gov.au/topics/business-and-trade/licensing/food-business-notification
- SafeWork SA — Plant tools and vehicles; chemical and other work risks. https://www.safework.sa.gov.au/workplaces/plant-tools-and-vehicles/plant

22 Approval and implementation

Confirm scope and funding, food model requirements, worker competence, approved products and equipment, client plans and backup for essential needs before use.

Director: _____ Effective date: _____ Next review: _____