



## *Guidelines for Prizewinners & Recipients of Corporate / Managed Care Services*

### **GENERAL GUIDELINES**

- All references in this document to Angel, Angels<sup>®</sup> and Staff Angels<sup>®</sup> shall be deemed to include housekeepers, housecarers, homemakers, housecouples<sup>®</sup>, childcarers, nannies, babysitters, mothers help, nurses, attendant-carers, case managers, Contact Supervisors, Elder carers, carers of the frail and the disabled, handymen, gardeners and all other domiciliary workers and carers.
- DIAL-AN-ANGEL<sup>®</sup> is responsible for the selection and allocation of appropriate persons to work in the areas nominated in the preceding paragraph and for the co-ordination of the services. Staff Angels<sup>®</sup> (employed by the Agency) are covered for Worker's Compensation, Professional Indemnity and Public Liability Insurances. The total value of Prizewinners' vouchers include an in-built allowance for full insurance cover, management fees and the administration of payment to the Angel servicing the bookings.
- Staff Angels carry Corporate or Managed Care Timesheets with them. They are required to have this signed by the Client at the completion of each booking or other arrangements are to be made.
- We request that you do not embarrass the Angels by asking for their private phone number/s. They have been advised not to supply this information for their own security.
- DIAL-AN-ANGEL<sup>®</sup> takes no responsibility for the loss of house keys, however Angels are given specific instruction in the safe-keeping of clients' keys entrusted to them.
- Recipients of Gift Vouchers are requested to note the **expiry date on the voucher, as extensions of time may not be granted. Vouchers are not redeemable for cash.**
- Cancellations: Should the Client need to cancel a regular weekly or fortnightly booking, one week's notice is required, or a cancellation fee equivalent to the value of one visit will apply. For one-off bookings, two (2) working days' notice is required or a cancellation fee equivalent to the full value of the booking will apply.
- When DIAL-AN-ANGEL<sup>®</sup> has confirmed with the Client the name of the Angel who has accepted the booking; the Angel will contact the Client to establish how to gain access to the Client's home. Should the Client not plan to be at the residence and then forgets to leave a key after having promised to do so, the Angel will be paid by the Agency and a cancellation fee will be invoiced to the corporation paying for the service.
- Two and a half times - the normal hourly, daily or weekly rate is charged when Staff Angels are required to work on a Gazetted Public Holiday (**Prizewinners, please note that prize vouchers may not be used on these occasions. The weekend rate per hour will be higher than the weekday rate per hour**). If your booking falls on a Public Holiday, you are advised to check with the corporation paying for your service whether you should make arrangements to have the service on another day.
- The passing on of an Angel's details to a third person or company, whether directly or indirectly, which results in the engagement of the Angel's services will render you, the recipient of the services, liable for the payment of an Agency Placement Fee of no less than 9% of the Angel's Gross Annual Salary (with a minimum charge of \$2200.00). The fee will be charged for any Angel engaged as a consequence of, or resulting from, an introduction made by the Agency. Should an Angel be engaged or re-engaged within a period of 12



months after completion of his/her assignment, the full Agency Fee will become due and payable.

## **HOUSEKEEPING SERVICES**

- Regular domestic cleaning includes: sweeping, vacuuming, mopping floors, general cleaning of surfaces throughout, bathrooms, toilets, showers, living areas and bedrooms, microwaves and the occasional cleaning of ovens as required.
- Three hours is the amount of time normally requested for an Angel to complete the general maintenance cleaning of a two bedroom/one bathroom apartment.
- Housekeeping Angels (for general maintenance cleaning bookings) are paid for their time on an assignment. They are not commercial cleaners and should not be expected to remove animal or human faeces or blood. They are not expected to wash ceilings or walls, ceiling fans or light fittings, clean windows, swimming pools or cars or undertake any activity requiring the use of a ladder. These are specialised services which are quoted as a different service type through DIAL-AN-ANGEL<sup>®</sup>.
- Angels follow each Client's priority list and use Clients' cleaning materials and equipment (vacuum cleaner, steam mop, cleaning cloths etc). Please ensure that you have the following for your Angel;
  - All equipment in good working order (vacuum cleaner, mop, bucket, dustpan, broom etc),
  - Materials (a good quantity of clean cloths/rags and a Wettex-type cloth)
  - Proprietary products (a detergent eg: Jif liquid, Gumption or Ajax Gel or Crème)
  - A general cleaner (eg: Spray and Wipe)
  - An oven cleaner (eg: Mr Muscle)
  - A disinfectant (eg: Pine O'Clean)
  - Bathroom cleansers (eg: Shower Power, Domestos or Exit Mould)

This ensures that preferred products are used in each household.

- Clear directions as to the manner of use of any equipment are the Client's responsibility. Should the Client's equipment be damaged by the Angel, three written quotes must be provided for the repair of the item and the reason for the damage or repair requirement provided. DIAL-AN-ANGEL<sup>®</sup> reserves the right to receive an independent quotation providing a discounted amount for reasonable wear and tear.
- Should a Staff Angel contact the Agency with a concern about OHS factors or hazards at a location where the Angel attends an assignment, the Angel will be advised to leave promptly and not to commence the assignment. **Angels are not permitted to handle any items of a personal nature such as used sanitary items, items with blood or urine on them or used syringes.**

## **HANDYMAN-GARDENER SERVICES**

- Angels are not expected to be skilled tradesmen. Handyman-gardener services may include the replacement of tap washers, light globes, hosing paths, minor carpentry repairs, touch-up



painting, lawn-mowing, garden maintenance, outside window cleaning, pet care and/or car washing etc.

### **CHILDCARE SERVICES**

- It is essential for your telephone contact number (both mobile and land line of the place you will be) to be left with the Angel
- Please make the telephone number of the family doctor clearly available.
- It is wise to advise the Angel fully of your child/ren's special needs, allergies and any food and/or other preferences
- No medication will be administered to a child unless explicit directions are written and signed by the parent. These instructions must be received prior to the Angel being requested to administer any medication. Please complete copies of the Authority to Administer Medication and the Authority to call an Ambulance provided by DIAL-AN-ANGEL<sup>®</sup> upon request.
- Unless there has been a specific request made to DIAL-AN-ANGEL<sup>®</sup> which has been confirmed by the co-ordinator, Angels will not undertake general domestic duties. However, the Angel is expected to attend to any untidiness created by the children in their care.

### **LOCATIONS**

DIAL-AN-ANGEL<sup>®</sup> has offices in NSW, South Australia, the ACT, Queensland, Victoria and WA. Our NSW offices cover the Sydney Metropolitan area, from Penrith to west of the Blue Mountains, Newcastle, Central Coast and surrounding areas, Wollongong and surrounding areas. Our office in the ACT covers the Canberra Metropolitan and Queanbeyan areas. Our offices in Queensland cover the Brisbane Metropolitan area and the Gold and Sunshine Coasts. In Victoria we service the Melbourne Metropolitan area, the Peninsula, Ballarat and Bendigo. In South Australia the office is in Adelaide and in Western Australia it is in Perth.

Please note that we do not have offices in either Tasmania or Northern Territory and would only be able to provide services in these States on the same basis as is proposed for the more remote areas in the other States. Should a prize winner live in a remote area or a significant distance from where our offices are situated, we can offer them the following alternatives.

- 1) The prizewinners may already have existing in-home care or assistance. If the prizewinner agrees, we would employ their cleaner, gardener, handyman, child carer or nurse for the period of the prize.
- 2) We can advertise to recruit people in the area and make a day trip to the place to interview, screen applicants etc. but this would incur additional expense to the promotion/ promoter.
- 3) Alternatively, if the promoter agrees, we can offer the prize as a refund less an administration fee of 15% of the dollar value.

*DIAL-AN-ANGEL<sup>®</sup> Privacy Policy demonstrates our firm commitment to the privacy rights of all applicants, Clients and customers. We undertake to comply with the Privacy Amendment (Private Sector) Act 2000 to the Privacy Act 1988 and the National Privacy Principles. A full Privacy Statement is available on our website [www.dialanangel.com](http://www.dialanangel.com)*