

ACWA

SAH2600 - Support at Home – Coordinator Checklist

Purpose

Help coordinators quickly decide what can and cannot be included under Support at Home, and how to describe services correctly.

Start with the WHY (Always first)

Ask:

- Is the service required due to an **age-related functional limitation**?
- Is there a **safety risk** if the client does this themselves?
- Has the client's **capacity remained the same** (no change in need)?

If **YES** → continue

If **NO** → likely **not fundable**.

Generally INCLUDED (when linked to need)

Domestic Assistance

- General cleaning (floors, bathroom, kitchen)
- Laundry (washing, ironing, bedding)
- Cleaning tasks the client **cannot safely perform** (must be framed as safety-related)

Home Maintenance (minor only)

- Minor repairs for safety
- Gutter cleaning (safety-related)
- Maintenance needed to keep the home **functionally safe**

Support Services

- Transport (health or social)
- Shopping assistance
- Emotional or social support
- Respite

Red Flags – STOP & CHECK

These are often excluded or closely reviewed:

- ⊖ Standalone *window cleaning*
- ⊖ General home services anyone would normally pay for
- ⊖ Large repairs or capital works
- ⊖ Cosmetic or aesthetic work
- ⊖ Trade-style services not clearly linked to ageing-related need

If you see these → **reframe or escalate**.

Wording Test (Critical)

Before approving or submitting:

- Does the wording explain **WHY** the client needs help?
- Does it mention **safety, mobility, balance, or functional limits**?
- Does it avoid excluded terms (e.g. “window cleaning”)?

Approved wording example:

Domestic assistance provided due to the client’s physical inability to safely clean internal and external glass surfaces, due to mobility and safety risks.

Transition Check (New rules)

Ask:

- Was this service previously approved and funded?
- Was it delivered before clarification of new rules?
- Has an audit note been added if needed?

If **YES** → may qualify for **transitional handling**.

6. Final Sense Check

Ask yourself:

- If an auditor saw this with no background, would the **client need and safety risk be obvious**?

If **YES** → Proceed.

Coordinator Comment Examples (Use in File Notes)

Use one of the following examples or adapt as needed. These comments demonstrate alignment with HCP / Support at Home requirements.

Domestic Assistance – Cleaning / Glass

- Approved under *Domestic Assistance* in line with Support at Home guidelines. Service required due to the client's reduced mobility and balance, which prevents them from safely completing the task. Supports a safe and hygienic home environment.

Minor Home Maintenance – Gutters / Safety Tasks

- Approved as *Minor Home Maintenance* under Support at Home. Task required to address safety and water overflow risks. Client is unable to undertake task due to physical limitations. No capital works involved.

Outdoor / Access Safety

- Approved under *Domestic Assistance / safety-related outdoor maintenance*. Task required to maintain clear and safe access to the home due to increased falls risk and limited mobility.

Shopping / Errands

- Approved under *Daily Living Support*. Client requires assistance due to reduced mobility and endurance, impacting ability to safely complete essential shopping independently.

Coordinator Rule of Thumb

It's not about the task — it's about the client's functional need and safety outcome.

Disclaimer

This checklist supports day-to-day coordinator decision-making. Complex, high-cost, unusual, or trade-related services must be checked against the full Support at Home inclusions and exclusions or escalated for review.

Common Exclusions – Quick Reference (Support at Home)

Use this page when a service feels unclear or high risk.

Personal & Household Costs (Always Excluded)

- Rent, mortgage, rates
- Utilities (electricity, gas, water, internet, phone)
- Home or contents insurance
- Private health insurance premiums

General Home Services (Excluded)

- Standalone window cleaning
- Cosmetic or aesthetic home services
- General home services not linked to ageing-related need

Home Modifications & Capital Works (Excluded)

- Major renovations or building works
- Non-safety related modifications
- Repainting, re-flooring, extensions

Trade & Maintenance Services (Excluded unless minor & safety-related)

- Roofing, fencing, solar panels
- Pool cleaning or maintenance
- Electrical or plumbing works beyond minor safety fixes

Gardening & Outdoor Works (Mostly Excluded)

- Landscaping or garden redesign
- Tree removal or major pruning
- Extensive gardening or property maintenance

Health & Medical Costs (Excluded)

- GP or specialist appointments
- Hospital costs
- Medications not approved under program rules

Lifestyle & Discretionary Costs (Excluded)

- Entertainment, hobbies, club memberships
- Holidays or accommodation
- Beauty services (hair, nails, massage)

When in Doubt

If a service is:

- ⊖ High cost
- ⊖ Trade-related
- ⊖ New or unusual

STOP and escalate before approving!

Common Client Requests – How to Handle Them

Windows / Glass (inside or outside)

- ✓ Include *only* when framed as domestic assistance due to mobility or safety risk
- ✗ Do not approve as standalone window cleaning

Gutters

- ✓ Minor gutter cleaning where required for safety or water damage prevention
- ✗ Full roof or stormwater works

Gardening

- ✓ Light gardening to maintain safe access (paths, entry points)
- ✗ Landscaping, tree removal, redesign

Pressure Cleaning

- ✓ Small safety-related areas (e.g. slippery entry) with clear justification
- ✗ Driveways, patios, cosmetic cleaning

Handyman Tasks

- ✓ Minor safety-related fixes (loose rails, minor repairs)
- ✗ Trade works, renovations, capital improvements

Shopping & Errands

- ✓ Support to shop due to mobility or cognitive issues
- ✗ Paying general household bills

Technology / Equipment

- ✓ Safety or independence-related items with justification
- ✗ General household electronics

Subcontractor Guidance (Matching Version)

What We Can Claim

- Domestic assistance linked to client safety or functional limits
- Minor home maintenance for safety

What We Cannot Claim

- Standalone window cleaning
- Trade services or major repairs
- Cosmetic or discretionary work

Invoice Wording (Required)

- Invoices must explain *why* the client needs help, not just the task.

Approved example:

- Domestic assistance provided due to the client's physical inability to safely complete the task, due to mobility and safety risks.
- If unsure, check with ACare WA **before invoicing**.