

Your Booking

Day: _____

Time: _____

Cleaner: _____



About Us

At Click & Clean, we believe everyone deserves to feel safe, supported, and comfortable in their home. We're a local, family-run business providing high-quality cleaning with heart — and we're proud to be part of your care team under the Commonwealth Home Support Programme (CHSP). We don't just clean — we care. Our team is carefully chosen and trained to work with kindness, respect, and consistency.

Understanding your service package

What's Included:

- About 1.5 hours of cleaning and check-in time
- Extra time for travel, setup, infection control, and reporting
- Admin support - scheduling, safety, & backup cleaners

Important reminders:

- Please be home (or call us to reschedule at least 48hrs before booking)
- Keep pets away from cleaning areas
- Leave out clean sheets if you'd like us to change the bed
- Let us know if anything changes at home
- Our cleaners can only do approved cleaning tasks — no extras outside of that

This is all included in your CHSP package — we've designed it to be holistic, consistent, and people-first.

Questions?

Do I need to provide anything?

Yes, just a few small things if you can: 8–10 microfibre cloths, A grout brush (or old toothbrush) and A Scrub Daddy or other non-scratch scrubber. Your cleaner will bring the vacuum, mop, and everything else.

Will I have the same cleaner each time?

We'll do our best to keep your cleaner the same. If we need to make a change, we'll always let you know.

Can I request extra help? Yes! Let your cleaner know, or give us a call. We can arrange extra tasks like a Deep Clean where needed.

How do I pay for the service? Kirinari handles all payments. They'll contact you.

What if something's not right? Please call us. We're here to help and want to make sure you're happy with the service

Click&Clean: 0494018262

Kirinari: 1300 547 462



INCLUDED

Your cleaner will focus on the areas you use most:

- Kitchen – benches, sink, surfaces
- Bathroom – toilet, sink, shower/bath
- Living/Dining – surfaces/dusting
- Bedroom (main only) – light clean & dusting
- Laundry – surfaces
- Floors – vacuuming & mopping throughout these areas.

Deep Clean Request

These tasks are not part of your regular CHSP service;

- Mould/Heavy Grime Removal
- Skirting board cleaning
- Window cleaning (including Sills, tracks)
- Cleaning shutters/blinds
- Fan, exhaust or ceiling cleaning
- Cleaning spare bedrooms/bathrooms

Contact Click&Clean to book your Deep Clean

Not Permitted Under CHSP (WHS & Policy Restrictions)



- Using the clients equipment/chemicals
- Exterior cleaning
- Heavy lifting or furniture moving
- Cleaning high areas
- Washing external windows
- Decluttering or personal organisation
- Cleaning garages, porches, sheds, or outdoor areas
- Using bleach or corrosive products
- Ironing
- Providing any personal care (e.g. bathing, dressing, grooming)

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