

Are you struggling to find reliable and passionate domestic service providers that take the hassle out of managing client bookings?

Sistability is here to help!



LOCALLY
OWNED AND
OPERATED

Sistability is committed to supporting senior Australians by providing clean and safe homes and gardens through partnerships with Aged Care Providers

WHY CHOOSE SISTABILITY?

Accessibility: Reach out to us effortlessly through phone, email, or our user-friendly website contact form.

Customised & Flexible Services: We tailor services to meet your clients' unique needs and adapt our services as individuals needs evolve.

Trained Professionals: Our qualified team delivers dependable, compassionate care.

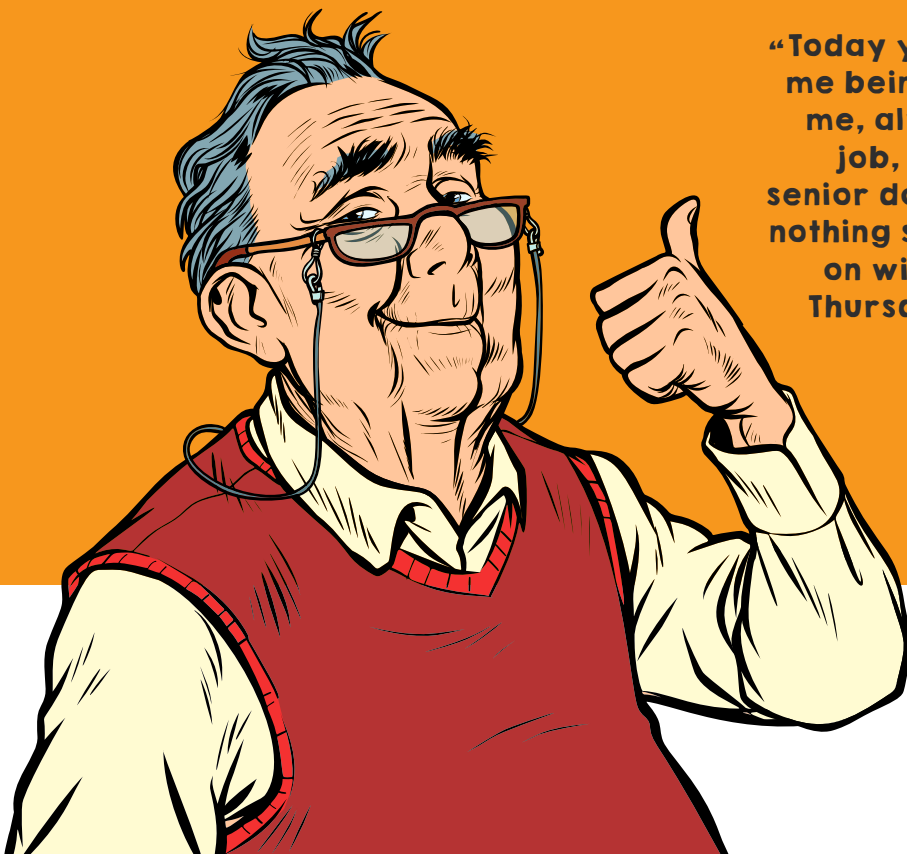
Coordination & Communication: We handle all service logistics, from scheduling appointments to maintaining open lines of communication.

Transparent Billing: Our straightforward billing process includes sending invoices directly to clients' designated Aged Care Providers.

Quality Assurance: We conduct regular check-ins and performance reviews to uphold our high care standards.

Continuous Improvement: Your feedback drives enhancements, ensuring an exceptional care experience.

Proud winner of the Northern Rivers Regional Award for
EXCELLENCE IN DIVERSITY & INCLUSION



“Today your team did an awesome job, with me being down and having to work around me, always caring and doing an excellent job, cleaning up after me and Ralph (my senior dog). They work hard every time and nothing seems to bother them. They just get on with doing their job. I look forward to Thursdays and having my place given the once over every week. Cheers!”

**Ian & Ralph
(Sistability Clients)**

OUR CLEANING SERVICES INCLUDE:

MAINTENANCE CLEANING

Our regular (weekly or fortnightly) maintenance cleaning services ensure our clients have a clean and healthy home, year round. Our dedicated team of professional cleaners take care of every detail, from dusting and vacuuming to sanitising bathrooms and kitchens. With our reliable and tailored solutions, clients will have peace of mind knowing that their home environment is well-maintained and safe.

What's included?

- Dusting surfaces + removing cobwebs
- Vacuuming + mopping floors
- Cleaning and sanitising bathrooms + kitchens
- Disinfecting high-touch areas
- Tidy + straighten furniture

We can offer a complete house clean (if time allocated is sufficient) or we will prioritise areas and tasks within a set time frame/budget.

SPRING CLEANING

Our Spring Cleaning service is perfect for clients looking for that once-off extra deep clean - leaving their home spick-and-span from the ceiling to the floors. Whether you choose our Spring Cleaning checklist (see below) or want to add extra services, we are happy to work with our clients' individual requirements.

What's included?

- Everything that's included in our maintenance cleaning, plus
- Internal oven + rangehood clean
- Internal fridge clean
- Internal kitchen cabinets, drawers + pantry
- Dusting + washing skirting boards, doors and frames
- Internal window clean (including wiping flyscreens and tracks)



SPECIALISED DEEP CLEANING

Our Specialised Deep Cleaning services are specifically designed to cater to higher needs clients, providing a thorough and professional solution that goes beyond regular cleaning tasks. Our highly trained team is experienced in addressing the challenges that arise and ensure hazard remediation while approaching each situation with utmost sensitivity.

We are well-equipped to handle a variety of situations including household waste removal, heavily soiled homes, light biohazards, light to medium hoarding and decluttering.

OPTIONAL EXTRA'S / ADD-ON'S AVAILABLE (TIME/BUDGET ALLOWING)

We offer a variety of optional cleaning and in-home laundry services that can be added on to clients' regular appointments at an additional fee OR done in place of their regular cleaning service.

OPTIONAL CLEANING ITEMS

- Additional dusting of items and surfaces
- Dusting and wiping down fly screens
- Sweeping/washing of patios, porches and decks
- Sweeping/washing of entrances, paths and ramps
- Shaking out rugs



IN-HOME LAUNDRY

Our in-home laundry service means that bed linen and other personal items can be washed, hung out to dry, folded and even put away for our clients. This is the perfect add-on service to our regular maintenance cleaning and can include:

- Changing and washing of bed linen and bath towels
- Washing clothes and other personal items
- Drying clothes (hanging on line /putting in dryer)
- Ironing and folding
- Sorting and putting away clothes and linens

SEASONAL SERVICES

Many of our clients request seasonal services to be carried out periodically throughout their plan period. Seasonal services available include:

- Internal oven clean and rangehood cleans
- Internal refrigerator and/or freezer clean
- Internal pantry, kitchen cabinets and drawer cleaning
- Skirting boards, architraves, doors and frames
- Window cleaning - internal & external (up to a 2-step ladder)
- Washing walls



SAFE & HEALTHY OUTDOOR LIVING SPACES NEED MAINTENANCE TOO!

GARDEN MAINTENANCE

We recommend regular gardening services in order to maintain a safe garden. These services help in maintaining the health of plants, controlling pests and weeds, and preventing damage to property and people.

We offer a range of gardening care services including:

- Trimming, pruning & cutting of plants and hedges
- Garden bed and plant maintenance
- Garden pest control, weeding & watering



GARDEN CLEAN UP

Our garden clean-up services are here to restore outdoor spaces to their former glory. We understand that over time, gardens can accumulate unwanted household items, old outdoor furniture, debris, overgrown plants, and unruly weeds, leaving you with an overwhelming task.

Our skilled team will tackle the job for you, removing all unwanted items, pruning overgrown shrubs, and clearing away debris.

We'll leave our clients' gardens safe, tidy, refreshed, and ready for new growth.

LAWN CARE SERVICES

Our lawn care services encompass a range of essential tasks to keep your lawn looking its best including weeding, edging, mowing and watering.

Lawn care services play a crucial role in ensuring a safe and healthy garden with three main benefits, including; pest control, weed control and disease prevention.

With our attention to detail and expertise, you can rely on us to maintain a healthy and visually appealing lawn that enhances the overall beauty of our clients' outdoor spaces.



FEE SCHEDULE: AGED CARE

REGULAR MAINTENANCE & IN-HOME LAUNDRY FEES & INCLUSIONS:

	Hourly rate	Product & Equipment	Travel (if applicable)	Minimum charge
Mon - Fri (8am - 6pm)	\$65 per hour	not included	Hourly rate + \$1.00 per km	2 hours

Please note that **Sistability does not supply cleaning products for regular maintenance cleaning services** and requests that clients provides the following items in order to provide these services effectively:

- Dishwashing Liquid
- General Surface Spray
- Window Cleaning Spray
- Cream Cleanser
- Toilet Cleaner
- Floor Cleaner
- Sponge scourers
- Scrubbing brush
- Microfibre cleaning cloths

Sistability will provide a mop, bucket and vacuum cleaner unless the client wishes for us to use theirs.

Cleaning product kits can be purchased from Sistability for a one-off fee of \$45.00 (excluding vacuum, mop and bucket). Kits will be left at the clients' home and used by Sistability staff at each service.

A replenishment fee will be charged to the client when supplies run out and more supplies are required.

SPRING CLEANING FEES & INCLUSIONS:

	Hourly rate	Product & Equipment	Travel (if applicable)	Minimum charge
Mon - Fri (8am - 6pm)	\$80 per hour	All equipment and products supplied	Hourly rate + \$1.00 per km	6 hours

GARDEN MAINTENANCE & LAWN CARE FEES & INCLUSIONS:

	Hourly rate	Product & Equipment	Travel (if applicable)	Minimum charge
Mon - Fri (8am - 6pm)	\$65 per hour	Consumables not included i.e. fertiliser, mulch etc.	Hourly rate + \$1.00 per km	2 hours

Sistability provides all equipment required for our standard lawn & garden maintenance services. However, any garden consumables such as fertiliser, soil, sprays etc are to be supplied by the client if/when required. Any required tip services are in addition to the above hourly rate and will include the tip fees, travel time and kms.

NOTE: Travel charges apply when reasonable and necessary, with payments passed on to Sistability staff.

HOW IT WORKS: GETTING STARTED WITH SISTABILITY

STEP 1: VISIT OUR WEBSITE TO REQUEST A QUOTE OR SERVICE

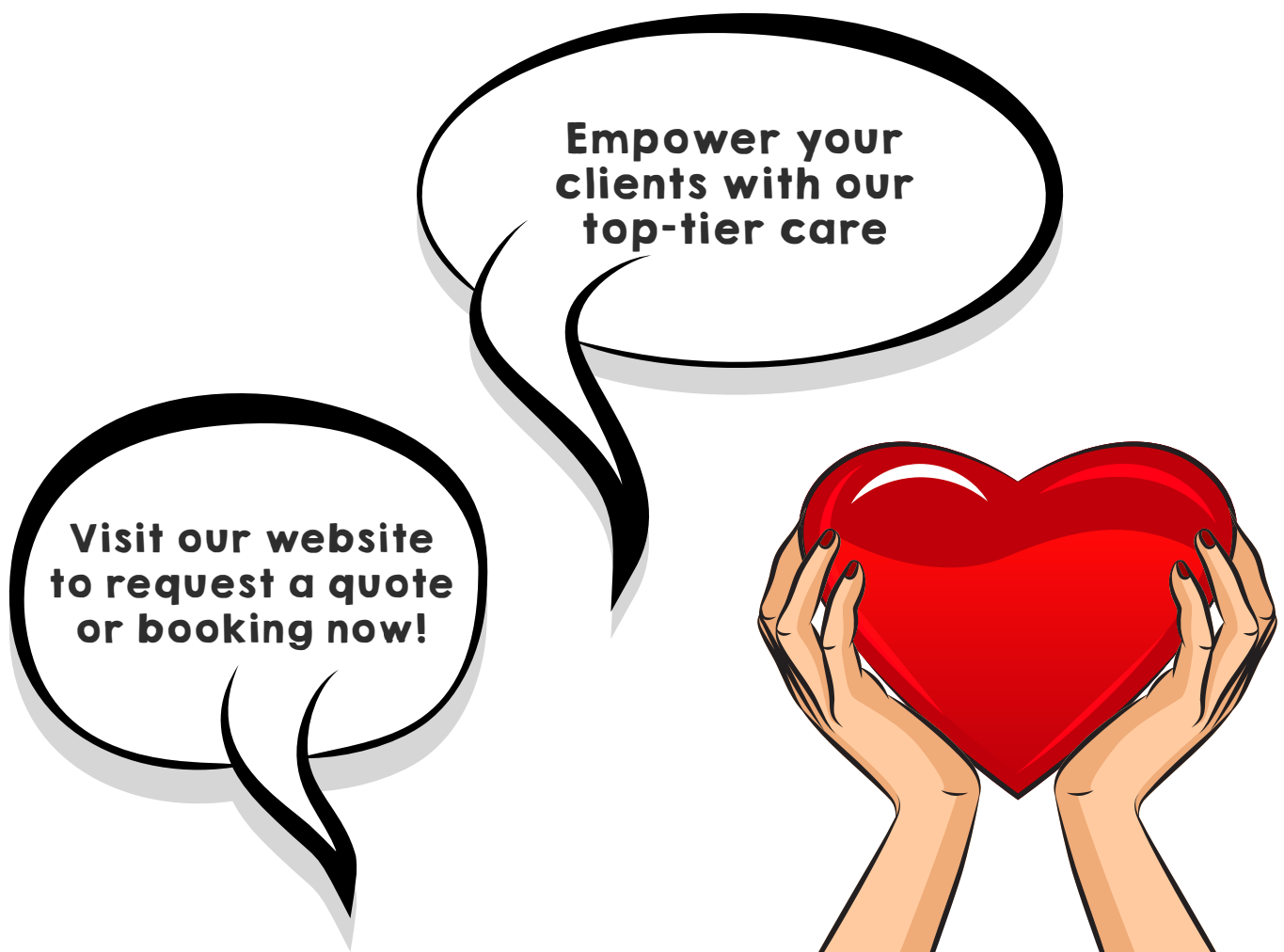
Visit our website (www.sistability.com.au) and complete a quote or booking request form by clicking on the blue "request a quote or service" button, located on the top right hand corner of every page.

STEP 2: REVIEW & ACCEPT ONLINE

Our client service team will review your request and email you a quote OR an online Service Agreement for you to review and accept.

STEP 3: BOOKING CONFIRMATION

Once our team has received a signed Service Agreement, client appointments will be added to our booking calendar and a member of our team will contact the client/ client nominee to confirm the initial appointment time. This will then be followed up by an email confirmation.



SISTABILITY

Domestic Care Specialists

We can't wait to hear from you!



How to get in touch with us

Phone Us: 1300 131 096

Email Us: hello@sistability.com.au

Visit Us: 2/118 Tamar Street, Ballina NSW 2478