

## **HOME HELP SERVICE GUIDELINES**

Home Help Service Guidelines give a detailed description of what the Home Help Service entails. This service offers light domestic chores and errands within walking distance. Domestic work is only carried out in the beneficiaries' living quarters.

### **Errands**

Errands like shopping and collection of medicines can only be performed if within the vicinity of the beneficiaries' residence.

### **Domestic work**

Domestic work, which will be done on a regular basis includes dusting, washing the floors, cleaning the bathroom and kitchen. Other domestic work, which may be performed, includes dishwashing, clients' laundry with an automatic washing machine and hanging of clothes to dry.

Domestic work, which is done intermittently includes washing of internal stairs; cleaning of fridge, cooker and kitchen cupboards; cleaning of doors and windows. This type of work can only be done if it can be reached with a three-step stool. It is important that the helper is not exposed to any danger.

### **Regulations:**

- The service shall only be provided if the clients are physically present at home.
- The service is not provided on Sundays and Public Holidays.
- The helper will have a time sheet. Clients should only sign on the helper's time sheet if the service has been provided as stipulated. Clients should not sign the sheet if the helper is sick, on vacation leave, or if they are not satisfied with the service provided.
- When the helper is sick or on vacation leave, clients have the right to request a reliever. The reliever will not necessarily provide service on the same day and time allocated to them.
- The clients should immediately notify the Home Help Unit if there is any change in the number of residents within the household.

- Allocated day and time of service must always be observed, however these may be changed at any time by the Home Help administration according to the needs of the service.
- Clients or their relatives are obliged to notify the Home Help Unit at least twenty-four (24) hours in advance, when they want to cancel a day of service.
- Any clients found to be abusing the Home Help service will have their service terminated with immediate effect, and legal action will be taken as needed.
- Beneficiaries are advised not give any monetary gifts or any other gifts to the helper.
- Smoking, both by the beneficiaries as well as by the helper, is not allowed during the provision service.
- Clients who wish to change their helper need to send a written request to the Home Help Unit clearly stating the reason for the request.
- Clients who have a summer home can choose to have the service at this residence. The request for service at this residence must be approved by the Home Help administration.

### **Contribution Refunds**

Clients are only entitled to refunds if they inform Home Help Unit that they are cancelling the service at least 24 hours before service is due.

Clients are not entitled to refunds when: the day of service falls on a public holiday; relieving service is offered but is refused by the client; the helper goes to give service and clients do not answer the door or refuse service without a valid reason.

## HOME HELP SUBSIDY SCHEME

Active Ageing and Community Care offers Home Help clients a subsidy scheme whereby **beneficiaries who have their Home Help Service approved by the Home Help Service** can choose their own helper. Beneficiaries will receive a payment of €8 for every hour of approved service, to subsidize the cost of the helper. The subsidy is credited directly to the beneficiaries' bank account every two (2) months.

The person who will be working as a helper needs to be registered with Jobsplus as a full-time or part-time self-employed cleaner. The helper cannot reside within the same home as the beneficiary. Registration with Jobsplus can easily be done online through the following link:

<https://www.servizz.gov.mt/mt/Pages/default.aspx>

If the helper is engaged with a cleaning company, registration with Jobsplus is not required, however the beneficiaries would need to provide evidence/receipt that cleaning service was received.

Clients need to keep the receipts after cleaning service has been provided. The subsidy will not be issued unless receipts are presented when requested by the Home Help Unit.

Some benefits of the Subsidy Scheme include:

- Clients are not required to pay the weekly contribution of €2.33 or €3.49.
- Clients may avoid the need to introduce strangers into their homes.
- Clients may engage the helper on any day and time convenient to their needs.
- The helper is able to perform all necessary house chores as requested by the client.

Documents required:

- IBAN number of beneficiaries' Bank Account.
- Copies of ID cards of beneficiaries and helper.
- Copies of Jobsplus and VAT registration of helper.
- If the helper is engaged with a cleaning company, the only evidence required is a letter/receipt from the company, stating that the client is receiving house-cleaning service.

Applicants who wish to benefit from this scheme can contact the Home Help Unit to be guided accordingly.

For further information kindly  
contact the Home Help Service on  
22788317 or 22788436