

Capability statement

NDIS and aged care cleaning

Respectful home cleaning that supports independence and wellbeing.

We provide reliable, respectful cleaning for NDIS participants and older people living at home. Every service is shaped around the person's needs, routines and preferences, with a familiar team that respects their home, privacy and dignity.

Social Traders
certified social enterprise

$20 million
public liability insurance

Employed team
police checked, no subcontractors

Adelaide owned
office and depot in Hackney

08 7083 8722 admin@filoservices.com.au filoservices.com.au

35+	$20M	40 km	1 day
staff employed directly by us	public liability insurance	service area around Adelaide	usual turnaround for a quote

Who we work with

- Self-managed NDIS participants
- Plan-managed NDIS participants
- Older people living at home
- Families and carers arranging support
- Support coordinators and plan managers
- Disability and aged care organisations



What's included

- General house cleaning, including vacuuming and mopping
- Bathroom and toilet cleaning
- Bed making and linen changes
- Light home organisation
- Kitchen cleaning and sanitising
- Dusting and wiping of surfaces
- Rubbish removal
- Laundry support: washing, drying and folding (optional)

Where we work

Greater Adelaide, about 40 km from the city

- City and inner suburbs
- Western suburbs and beaches
- Northern suburbs to Gawler and Two Wells
- Eastern suburbs and the Hills to Mount Barker
- Southern suburbs to McLaren Vale

You deal with the owners

When you work with Filo Cleano you deal directly with the owners, Mirra and Jacob. No call centre and no scheduler you've never met. If something needs attention, you know exactly who to call, and we'll get back to you the same day.

Visible, accountable cleaning

Every job runs through Filo Care, our own job management app.

Clock in and out
Every visit is time-stamped in Filo Care

Photos
Before and after photos when you need them

Job report
A report after each clean, viewable online

Why participants and families choose Filo Cleano

A consistent, trusted team

The same cleaners visit regularly, which builds familiarity, comfort and trust.

Support that fits the person

We take time to learn each person's routines, preferences and level of support, and adjust as needs change.

Dignity and privacy first

Our team works with patience and care, and respects personal space at all times.

Clear communication

Simple, open communication with participants, families, carers and support coordinators.

Flexible scheduling

Visits arranged around appointments, routines and daily activities.

NDIS aligned pricing

Our rates sit within the current NDIS price limits for house cleaning and household activities, with clear invoices for plan managers.

> Filo Cleano has made a big difference in my day-to-day life. The team is respectful, consistent, and always takes the time to understand how I like things done.
>
> ★★★★★ NDIS participant, Prospect

> We've had a great experience with Filo Cleano. They are reliable, easy to communicate with, and provide a service that genuinely supports our family member's independence.
>
> ★★★★★ Family member, Adelaide

Our team

- More than 35 staff, all employed directly under the Cleaning Services Award
- Police checked, inducted and trained to the same standard
- No gig platforms and no subcontractors, so you see familiar faces

Equipment and products

- Commercial-grade vacuums, mops and microfibre, brought to every job
- pH-neutral, low-irritant products with a Safety Data Sheet for each
- Nothing for you to buy, store or manage

Credentials and compliance

$20 million public liability insurance
Held by Filo Cleano Services Pty Ltd. Certificates of currency available on request.

Workers compensation
Every employee is covered through ReturnToWorkSA.

Cleaning Services Award 2020 (MA000022)
All cleaners are employed under the Award. No subcontractors.

Police checked team
Every team member holds a current police check.

WHS policy
In line with the Work Health and Safety Act 2012 (SA).

Chemical handling policy
Safety Data Sheets kept for every product we use.

Risk management framework
Consistent with ISO 31000.

Modern Slavery Act 2018 (Cth)
Our employment model is built to meet its principles.

Trusted by organisations like

A local social enterprise

Founded by Mirra Bengua, a Filipino migrant, and Jacob Habner, a South Australian local, to create stable, fairly paid work. Every dollar you spend goes into Award wages and training, and we report on our social outcomes every year.

Kapwa shared identity and respect

Pakikisama working well together

Bayanihan working together for the common good

Getting started

1

Tell us about your site

Email, call or use our online form. Let us know the type and size of the space, how often you need us and anything specific.

2

We visit and confirm the scope

Our management team is happy to meet you on site, walk through the space and make sure we understand what you need.

3

Get a clear, fixed quote

You'll have a written quote, usually within one business day, with the scope set out so there are no surprises.

Let's talk

08 7083 8722 or text 0423 243 537

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filoservices.com.au

Mon to Fri 8:00 am to 7:00 pm, Sat 10:00 am to 7:00 pm

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