

Crisis Management

Code: ANCMF-AU-GB-CM-02 • Facility: Government Building • Frequency: daily

Scope of Work

- Dust all surfaces including desks, chairs, and electronic equipment.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Vacuum all carpeted areas and spot clean as necessary.
- Mop hard floors with appropriate cleaning solution.
- Empty rubbish bins and replace liners.
- Clean and sanitise toilets and replenish supplies.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas using a disinfectant spray and a clean cloth.
4. Vacuum carpets thoroughly, paying special attention to corners and under furniture.
5. Mop hard floors using a colour-coded mop and bucket system to prevent cross-contamination.
6. Empty rubbish bins, replace liners, and dispose of waste in designated areas.
7. Clean toilets using a toilet brush and sanitising cleaner, ensuring all surfaces are wiped down and supplies are replenished.

Equipment

- Microfibre cloths
- Disinfectant spray
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Cleaning trolley
- Toilet brush
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. High-touch areas are sanitised with no visible smudges. Carpets are free from debris and stains. Hard floors are spotless and dry. Rubbish bins are empty and clean. Toilets are sanitised and fully stocked.
Good	Minor dust on less accessible surfaces. High-touch areas are mostly clean with minimal smudging. Carpets are generally clean with minor debris. Hard floors are clean with slight streaks. Rubbish bins are empty but may have minor residue. Toilets are clean with adequate supplies.
Pass	Noticeable dust on surfaces. High-touch areas have visible smudges. Carpets have visible debris. Hard floors have visible streaks. Rubbish bins are not overflowing but have visible residue. Toilets are clean but supplies are low.
Fail	Heavy dust accumulation. High-touch areas are visibly dirty. Carpets have significant debris and stains. Hard floors are visibly dirty and wet. Rubbish bins are overflowing. Toilets are dirty and lack supplies.