

Donation Center

Code: ANCMF-AU-GB-DC-06 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting all surfaces including shelves, counters, and donation bins.
- Vacuuming all carpeted areas and mats.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising high-touch areas such as door handles, light switches, and donation counters.
- Emptying and sanitising rubbish bins.
- Cleaning and sanitising toilets and washbasins.
- Wiping down walls and windowsills.
- Ensuring all cleaning supplies are replenished and stored correctly.

Method

1. Begin with dusting from top to bottom to ensure all surfaces are free from dust and debris.
2. Vacuum all carpeted areas thoroughly, paying special attention to corners and edges.
3. Mop hard floors using a colour-coded system to prevent cross-contamination.
4. Sanitise high-touch areas with a disinfectant approved by Australian health standards.
5. Empty rubbish bins, replace liners, and sanitise the bins.
6. Clean toilets and washbasins using appropriate cleaning agents, ensuring all surfaces are sanitised.
7. Wipe down walls and windowsills with a damp cloth.
8. Check and restock cleaning supplies, ensuring all are stored in a designated area on the trolley.

Equipment

- Colour-coded microfibre cloths
- Vacuum cleaner
- Mop and bucket with wringer
- Sanitising solutions
- Dusting tools
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. Floors are spotless with no visible marks. High-touch areas are sanitised and free from smudges. Rubbish bins are empty and odour-free. Toilets are spotless and sanitised. Supplies are fully stocked.
Good	Minor dust on high surfaces. Floors are clean with minimal marks. High-touch areas are mostly sanitised. Rubbish bins are empty but may have slight odour. Toilets are clean with minor water spots. Supplies are mostly stocked.
Pass	Noticeable dust on surfaces. Floors have visible marks. High-touch areas are partially sanitised. Rubbish bins are not emptied regularly. Toilets have visible stains. Supplies are low.
Fail	Surfaces are dusty and dirty. Floors are dirty with significant marks. High-touch areas are not sanitised. Rubbish bins are full and odorous. Toilets are dirty and unsanitary. Supplies are depleted.