

Dispatch Room

Code: ANCMF-AU-GB-DR-04 • Facility: Government Building • Frequency: daily

Scope of Work

- Dust all surfaces including desks, shelves, and equipment.
- Vacuum all carpeted areas and spot clean stains.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Sanitise all high-touch surfaces including door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and sanitise any shared equipment such as printers and computers.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets thoroughly, paying special attention to corners and edges.
4. Spot clean any visible stains on carpets using an appropriate stain remover.
5. Mop hard floors with a neutral detergent, ensuring the mop is rinsed frequently to avoid spreading dirt.
6. Sanitise high-touch surfaces with a disinfectant spray and a clean microfibre cloth.
7. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
8. Wipe down shared equipment with an alcohol-based sanitiser.
9. Conduct a final inspection to ensure all tasks are completed to standard.

Equipment

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|------------------------------------|---------------------------|----------------------|
| • Microfibre cloths (colour-coded) | • Neutral detergent | • Rubbish bin liners |
| • Vacuum cleaner | • Disinfectant spray | • Cleaning trolley |
| • Mop and bucket (colour-coded) | • Alcohol-based sanitiser | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. No stains on carpets. Floors are spotless and dry. High-touch surfaces are sanitised and free from smudges. Rubbish bins are empty and clean.
Good	Minor dust on surfaces. No more than one small stain on carpets. Floors are clean with minimal streaks. High-touch surfaces are mostly sanitised. Rubbish bins are empty but may have minor residue.
Pass	Noticeable dust on some surfaces. Up to two small stains on carpets. Floors are clean but may have visible streaks. High-touch surfaces are partially sanitised. Rubbish bins are emptied but not cleaned.
Fail	Visible dust on most surfaces. Multiple stains on carpets. Floors are dirty or sticky. High-touch surfaces are not sanitised. Rubbish bins are full or dirty.