

Field Office

Code: ANCMF-AU-GB-FO-01 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and electronic equipment.
- Vacuuming of carpets and rugs.
- Mopping of hard floors.
- Sanitising of high-touch areas such as door handles, light switches, and lift buttons.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and sanitising rubbish bins.
- Cleaning of windows and glass partitions.
- Restocking of consumables such as toilet paper, hand soap, and paper towels.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpets and rugs using a HEPA-filter vacuum cleaner to ensure air quality.
3. Mop hard floors with a neutral pH cleaner to avoid damage to surfaces.
4. Sanitise high-touch areas with a disinfectant approved by the Therapeutic Goods Administration (TGA).
5. Clean toilets and washbasins with a non-abrasive cleaner, ensuring all surfaces are sanitised.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean windows and glass partitions with a streak-free glass cleaner.
8. Restock consumables, ensuring all dispensers are functioning correctly.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Disinfectant spray (TGA approved)
- Non-abrasive toilet cleaner
- Rubbish bin liners
- Streak-free glass cleaner
- Consumable supplies (toilet paper, hand soap, paper towels)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible debris; high-touch areas are sanitised and free of smudges; toilets are clean with no odours; rubbish bins are empty and sanitised; windows are streak-free.
Good	Minor dust on high surfaces; floors have minimal debris; high-touch areas are mostly sanitised; toilets are clean with slight odour; rubbish bins are empty but not sanitised; windows have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch areas are partially sanitised; toilets are clean but with noticeable odour; rubbish bins are not emptied; windows have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with significant debris; high-touch areas are not sanitised; toilets are dirty with strong odour; rubbish bins are overflowing; windows are dirty.