

Legal Aid Office

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and electronic equipment.
- Vacuuming of all carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Cleaning and sanitising of kitchen areas, including benchtops, sinks, and taps.
- Emptying and sanitising of rubbish bins and recycling bins.
- Cleaning and sanitising of toilets, including basins, taps, and mirrors.
- Spot cleaning of walls and partitions to remove marks and stains.
- Cleaning of glass surfaces, including windows and partitions.

Method

1. Prepare cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cleaning cloths are used for different areas to prevent cross-contamination.
2. Begin with dusting all surfaces using a microfibre cloth, starting from high surfaces and working downwards.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch surfaces with a disinfectant spray and wipe with a clean cloth.
6. In kitchen areas, clean benchtops and sinks with a sanitising solution, ensuring taps are polished to remove water spots.
7. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
8. Clean toilets using a toilet brush and disinfectant, ensuring all surfaces are wiped down and mirrors are polished.
9. Spot clean walls and partitions as needed, using a mild detergent solution.
10. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring a streak-free finish.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible debris; high-touch surfaces are sanitised and free of smudges; bins are empty and sanitised; toilets are clean with no odours; glass surfaces are streak-free.
Good	Minor dust on high surfaces; floors are clean with minimal debris; high-touch surfaces are mostly sanitised; bins are empty but not sanitised; toilets are clean but may have minor water spots; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch surfaces are partially sanitised; bins are emptied but not sanitised; toilets are clean but have visible water spots; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with visible debris; high-touch surfaces are not sanitised; bins are full or not sanitised; toilets are dirty with odours; glass surfaces are dirty with streaks.