

Senior Center

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

Scope of Work

- Dusting of all surfaces including furniture, fixtures, and fittings.
- Vacuuming of carpets and rugs.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and handrails.
- Cleaning and sanitising of toilets, basins, and taps.
- Emptying and sanitising rubbish bins.
- Cleaning of windows and glass surfaces.
- Maintaining cleanliness of lifts and stairwells.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Prepare cleaning trolley with colour-coded cleaning cloths and appropriate cleaning agents.
2. Begin with dusting from high to low surfaces to prevent recontamination.
3. Vacuum carpets using HEPA-filtered vacuum cleaners to minimise dust and allergens.
4. Mop hard floors with a damp mop and suitable detergent, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas using disinfectant wipes or sprays, allowing appropriate contact time.
6. Clean toilets with toilet bowl cleaner, scrub, and flush; sanitise basins and taps.
7. Empty rubbish bins, replace liners, and sanitise bin surfaces.
8. Clean windows and glass surfaces with glass cleaner and microfibre cloths.
9. Inspect lifts and stairwells, clean as necessary, ensuring all surfaces are free from dirt and debris.

Equipment

- Colour-coded cleaning cloths and mops
- HEPA-filtered vacuum cleaner
- Cleaning trolley
- Disinfectant wipes and sprays
- Toilet bowl cleaner and brush
- Glass cleaner
- Microfibre cloths
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, dirt, and smudges. Floors are spotless with no streaks or residue. High-touch areas are sanitised and free from fingerprints. Toilets and basins are immaculate with no stains or odours. Rubbish bins are empty and sanitised.
Good	Most surfaces are clean with minimal dust or smudges. Floors are generally clean with minor streaks. High-touch areas are mostly sanitised. Toilets and basins are clean with slight watermarks. Rubbish bins are empty but may have minor marks.
Pass	Surfaces have some dust and smudges. Floors show visible streaks. High-touch areas are partially sanitised. Toilets and basins are clean but have noticeable watermarks. Rubbish bins are emptied but not sanitised.
Fail	Surfaces are dusty and dirty. Floors are streaked and sticky. High-touch areas are not sanitised. Toilets and basins are stained and emit odours. Rubbish bins are full or not sanitised.