

Toilets

Code: ANCMF-AU-GB-T-02 • Facility: Government Building • Frequency: daily

Scope of Work

- Thorough cleaning and sanitising of all toilet bowls, seats, and lids.
- Cleaning and sanitising of sinks, taps, and surrounding areas.
- Wiping and sanitising of all dispensers and hand dryers.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of mirrors and glass surfaces.
- Mopping and sanitising of floors.
- Dusting and wiping of all horizontal surfaces, including partitions and ledges.
- Replenishing of toilet paper, soap, and other consumables.
- Removal of any graffiti or marks from walls and partitions.
- Ensuring all areas are free from unpleasant odours.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are in place.
2. Wear appropriate personal protective equipment (PPE) as per Australian workplace health and safety requirements.
3. Start by emptying rubbish bins and replacing liners.
4. Apply cleaning solution to toilet bowls, sinks, and taps, allowing dwell time for effective sanitising.
5. While solutions are working, dust and wipe all horizontal surfaces and partitions.
6. Clean mirrors and glass surfaces using a glass cleaner and microfibre cloth.
7. Scrub and rinse toilet bowls, seats, and sinks, ensuring all surfaces are sanitised.
8. Mop floors with a sanitising solution, ensuring no residue is left.
9. Replenish all consumables, ensuring dispensers are clean and functioning.
10. Conduct a final inspection to ensure all areas meet quality criteria.

Equipment

- Cleaning trolley with colour-coded buckets and cloths.
- Sanitising solutions and detergents.
- Personal protective equipment (PPE).
- Glass cleaner.
- Rubbish bin liners.
- Microfibre cloths and mop heads.

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and sanitised, with no streaks or residue. No odours present. Consumables fully stocked. Floors are dry and free from debris. Mirrors and glass are spotless.
Good	Surfaces are clean with minimal streaks. No strong odours. Consumables mostly stocked. Floors are mostly dry with minor debris. Mirrors and glass have minor smudges.
Pass	Surfaces are generally clean but may have some streaks or residue. Mild odours present. Consumables are low but available. Floors are damp with some debris. Mirrors and glass have noticeable smudges.
Fail	Surfaces are visibly dirty or unsanitised. Strong odours present. Consumables are depleted. Floors are wet or have significant debris. Mirrors and glass are dirty.