

Accessible Toilets

Code: ANCMF-AU-R-AT-01 • Facility: Retail • Frequency: daily

Scope of Work

- Thoroughly clean and sanitise all toilet surfaces, including seats, bowls, and lids.
- Wipe down and sanitise all touchpoints, such as taps, flush buttons, and door handles.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Clean and polish mirrors and other glass surfaces.
- Mop floors with appropriate cleaning solution, ensuring no residue is left.
- Restock toilet paper, soap, and hand towels as required.
- Ensure all surfaces are free from dust, grime, and visible marks.

Method

1. Prepare cleaning trolley with colour-coded cleaning cloths and appropriate cleaning agents.
2. Put on 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 surfaces and allow dwell time as per product instructions.
5. Wipe down all touchpoints with sanitising solution.
6. Clean mirrors and glass surfaces with glass cleaner.
7. Mop the floor using a wet mop and appropriate floor cleaner, ensuring no slip hazards remain.
8. Restock consumables and check for any maintenance issues to report.
9. Conduct a final inspection to ensure all areas meet quality criteria.

Equipment

- Colour-coded cleaning cloths
- Cleaning trolley
- Sanitising agents
- Glass cleaner
- Floor mop and bucket
- Rubbish bin liners
- Personal protective equipment (PPE)

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 of debris.
Good	Surfaces are clean with minimal streaks. No strong odours. Consumables mostly stocked. Floors are mostly dry with minimal debris.
Pass	Surfaces are generally clean but may have some streaks. Mild odours present. Consumables are low but available. Floors have some wet spots or debris.
Fail	Surfaces are visibly dirty or unsanitised. Strong odours present. Consumables are depleted. Floors are wet or littered with debris.